



An Autonomous Scientific Society under Ministry of Electronics & Information Technology (MeitY), Govt. of
India
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TENDER

For

**Revamping / Upgradation of Existing Wi-Fi Campus
Network of LBSNAA, Mussoorie (Uttarakhand)**

Through Govt. e-Marketplace (GeM)

Tender Enquiry No. EI-D-Tech001/44/2023-NC

Date: 12.02.2025

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Section I: Notice Inviting Tender (NIT)

1. Notice Inviting Tender (hereinafter referred to as “NIT”)

ERNET India is an autonomous scientific society of Ministry of Electronics and Information Technology (MeitY), Govt. of India and is facilitating Education and Research institutions in establishing cutting edge ICT infrastructure.

ERNET India invites bids for entering into a Contract for Tender named as **“Revamping / Upgradation of existing Wi-Fi campus network of LBSNAA, Mussoorie (Uttarakhand)”** through Govt. e-Marketplace (GeM). Bidders must read the complete Tender document. This NIT is an integral part of the Tender document and serves a limited purpose of invitation. Bidders must go through the complete Tender document for details before submission of their bids.

Only Class-I or Class-II Local supplier are eligible to participate in the tender. Bidder must ensure that it complies with the Public Procurement (Preference to Make in India) Order 2017 (MII) (Letter no P45021/2/2017- (BE-II) dated 15.06.2017) of Department for Promotion of Industry and Internal Trade, (DPIIT - Public Procurement Section) as revised and amended from time to time until the date of submission of the bids by the bidders.

Bids are to be addressed to the Registrar & CPO, ERNET India

2. The Tender

2.1 Bidders must read the complete ‘Tender document’. This NIT is an integral part of the Tender document and serves a limited purpose of invitation, and does not purport to contain all relevant details for submission of bids. Bidders must go through the complete Tender document for details before submission of their Bids.

2.2 **Availability of the Tender Document:** The Tender document will be published on the Government E-Marketplace of Govt. of India (GeM Portal). It shall be available for download after the date and time of the start of availability till the deadline for availability as mentioned on GeM Portal.

2.3 The intend to issue this tender document is to invite eligible bidders, to participate in the competitive bidding for “Revamping / Upgradation of existing Wi-Fi campus network of LBSNAA, Mussoorie (Uttarakhand)” as detailed out in this tender document. For this purpose, bids are invited primarily for undertaking inter-alia the activities mentioned under the **Scope of work for supply of items for Revamping / Upgradation of existing Wi-Fi campus network of LBSNAA, Mussoorie (Uttarakhand), the proposed services should be available, secure, scalable & maximum possible redundant architecture using the given BoQ with State-of-the-Art wired & wireless technologies, the proposed services should be managed with SLA.**

Lal Bahadur Shastri National Academy of Administration (hereinafter referred to as ‘LBSNAA’), Mussoorie (Uttarakhand) had been upgrading its existing network infrastructure as per its incremental requirements, leading to a heterogeneous network system. Keeping up with the pace of advent in technology and data consumption, the stakeholders at LBSNAA cognized the need for renovating their network infrastructure as per best industry standards. LBSNAA intends to continue providing world-class, future-ready, reliable, and highly secure Network facilities for its, faculty, staff, trainees, students, visitors and nominated person(s).

ERNET India is looking for System Integrator (SI) / Vendor to carry out work on turnkey basis at LBSNAA, mentioned in brief as below (details are mentioned in **Section IV**):

- i) To revamp / upgrade existing Wi-Fi campus network to provide uninterrupted, secure, high speed internet and intranet access from its Wi-Fi enabled campus network at LBSNAA,

- Mussoorie to the state-of-the-art technology based Wi-Fi network.
- ii) To revamp / upgrade Wide Area Network (WAN) through wired and wireless mode;
 - iii) To provide Operations and On-site Comprehensive Maintenance support for revamped/upgraded network;
 - iv) To provide hand holding, training of implemented network / work executed/ facilities created.
- a) The submitted bids in r/o tender shall be valid for the period of 180 Days from the last date of submission of bids. However, it should be extended by the bidder on the request of ERNET India including extension of validity of EMD.
 - b) Bid shall be submitted fully in accordance with the requirements of the Terms and Conditions as mentioned in the Tender Document. Bids without **EMD and Bid Securing Declaration Form** (as applicable) and other required documents specified in the Tender Document, and which do not fulfill all or any of the condition prescribed in the Tender Document or which are incomplete in any respect, is liable to be rejected.
 - c) Tender Document should be read in consonance with any addendum that may be issued with the Tender document. The bidder/SI is required to read the Tender document and the Addendum and would be deemed to be in knowledge of the provisions of both the document and the Addendum. No claim of any nature whatsoever shall be entertained in this regard.
 - d) ERNET India reserves the right not to proceed with the project/work at any stage or to alter the time-schedule or to change the process or procedure to be applied or to change the quantities for the projects/ works.
 - e) ERNET India reserves the right to reject any or all bids or cancel the bidding & tendering procedure without assigning any reason thereof.

3. Pre-bid meeting and Clarifications

- i.) As per the GeM bidding process, a pre-bid for the queries/clarifications on tender will be organized through Video Conferencing / Physical Mode. ERNET India may incorporate any changes in the Tender, based on acceptable suggestions received during the Pre-Bid meeting and /or on its own. The decision of ERNET India regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances.
 - Two (02) persons from each prospective bidder's organization can attend the pre-bid meeting.
 - Please feel free to contact on email ID **arvind@ernet.in** for any query related to pre-bid meeting and to get the VC link for attending the pre-bid meeting through VC mode.
 - To attend the pre-bid meeting physically, prospective bidder's officials may come to ERNET India Office located at **Address " 5th Floor, Block-I, A-Wing, DMRC IT Park, Shastri Park, Delhi-110 053 "** on date/time of pre-bid meeting.

Details Pre Bid Meeting	
Mode	: Both Offline and Online.
Venue	: ERNET India Delhi Address: 5th Floor, Block-I, A-Wing, DMRC IT Park, Shastri Park, Delhi-110053
Date & Time	: Friday, 14 th February' 2025 11:00am – 1:00pm
Time zone	: Asia/Kolkata
Online VC link for Pre bid	: https://meet.google.com/gsj-utpw-uez

- ii.) The queries/clarifications on tender shall be submitted by the prospective bidders in writing on their organization letter head to ERNET India at the Email address (To: arvind@ernet.in ; Cc to : as@ernet.in) within **24 hours from the date / time of pre-bid meeting** with subject – 'Pre-Bid Queries on Tender for "Revamping / Upgradation of existing Wi-Fi campus network of LBSNAA, Mussoorie

(Uttarakhand)". Pre-bid queries received through any other mode will not be considered. All the queries should necessarily be submitted in the following tabular format (.xls/ .xlsx / .doc):

Sr. No.	Tender Document Reference(s)			Queries by bidder
	Page No.	Section No.	Section Name	

Note:

- a. Requests for clarifications post the indicated date/ time may not be entertained.
 - b. All the prospective bidders are advised to kindly keep referring GeM Portal & ERNET India's website (<https://ernet.in>) for any updates on the tender before submission of their bids.
- iii.) Response/reply to queries/clarifications received from the prospective bidders within time frame as stated above shall be uploaded at GeM portal. No reply in this regard shall be sent to individual bidder. The bidders are advised to keep visiting GeM portal / ERNET India website to get the details in this regard, if any, before submission of their bids on the due date & time. ERNET India may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify the Tender document by an amendment/ corrigendum before due date of submission of Bids. The same will be posted on GeM portal / ERNET India website (<https://ernet.in>). The bidder is required to read the tender document in conjunction with the amendment/ corrigendum, if any, issued by ERNET India on GeM portal / ERNET India website. The tender with its all amendments / corrigendum issued before due date of submission of bids shall be considered as Tender document.

4. Submission of Bids

- i.) Bids must be uploaded by Bidder on GeM portal till the deadline for submission mentioned on GeM Portal. Bidder must comply with the conditions of the GeM Portal,
- ii.) Bidder must submit the bid complete in all respect; in the absence of which bid may be rejected.

5. Disclaimers and Rights of ERNET India

The issue of the Tender Document does not imply that ERNET India is bound to select bid(s), and it reserves the right, without assigning any reason, to:

- a) Reject any or all of the Bids, or
- b) Cancel the tender process at any stage; or
- c) Abandon the procurement of items/ services; or
- d) Issue another tender for identical or similar Services.

Signed by
Tender Inviting Authority (TIA)
ERNET India

Section II: Instructions to Bidders (ITB)

Submission of a bid by the bidders should be carried out after careful study and examination of the tender document, with full understanding of its implications. Bidders are expected to understand the requirements to allow them to propose the best fit solution. Bids are to be submitted as per the enclosed format only along with certificates, brochures & other documents asked for in the tender document.

1. ERNET India - Rights and Disclaimers

1.1 Right to Intellectual Property

The Tender Document and associated correspondence shall always remain the property of ERNET India.

1.2 Right to reject any or all bids

ERNET India reserves its right to accept or reject any or all bids, abandon/ cancel the Tender process at any stage, and issue another tender for the same or similar service at any time before the award of the contract. It would incur no liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such action(s).

1.3 Disclaimers

1.3.1 Regarding Purpose of the Tender Document

The Tender Document is neither an agreement nor an offer to prospective Bidder(s) or any other party hereunder. The purpose of the Tender Documents to provide the Bidder(s) with information to assist them in participation in this Tender Process.

1.3.2 Regarding Documents/ guidelines

The Tender Document, ensuing communications, and Contracts shall determine the legal and commercial relationship between the bidders and ERNET India.

1.3.3 Regarding Information Provided

Information contained in the Tender Document or subsequently provided to the Bidder(s) is on the terms and conditions set out in the Tender Document. Similar terms apply to information provided in documentary or any other form, directly or indirectly, by ERNET India or any of its authorized employees or its associated agencies.

1.3.4 Regarding Tender Document

- a) The Tender Document does not purport to contain all the information Bidder(s) may require. It may not address the needs of all Bidders. They should conduct due diligence, and analysis, check the information's accuracy, reliability, and completeness, and may obtain independent advice from appropriate sources. Information provided in the Tender Document to the Bidder(s) is on a wide range of matters, some of which may depend upon interpreting the law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. ERNET India, its employees and other associated agencies accept no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.
- b) ERNET India, its employees and other associated agencies make no representation or warranty for the accuracy, adequacy, correctness, completeness or reliability, assessment, assumption, statement, or information in the Tender Document. They have no legal liability, whether resulting from negligence or otherwise, for any loss, damages, cost, or expense that may arise / incurred/ suffered howsoever caused to any person, including any Bidder, on such account.

2. Bidders

Subject to provisions in the following clauses in this section and provisions in Tender Document, this invitation for Bids is open to all bidders who fulfill the 'Pre-Qualification Criteria' stipulated in the Tender Document.

3. Preferential Policies

3.1 Applicability of Make in India (MII) Policy

Prospective bidders must adhere the Make In India Policy in line with Public Procurement (Preference to Make in India) Order 2017" (MII) (Letter no P45021/2/2017- (BE-II) dated 15.06.2017) of Department for Promotion of Industry and Internal Trade, (DPIIT - Public Procurement Section) as revised and amended from time to time and also clarifications issued by way of various communications including frequently asked questions by DPIIT in this respect In addition bidders should also ensure compliance with the notification (F. No. W-43/4/2019-IPHW-MeitY 07.09.2020 as amended) issued by IPHW division of MeitY.

3.2 Eligibility to participate and purchase preference

- a) Only Class-I and Class-II local Suppliers shall be eligible to participate in this bid. Local content percentage for qualifying as Class-I and Class-II local Suppliers shall be calculated and declared by the respective bidders on the basis of Letter no P45021/2/2017- (BE-II) dated 15.06.2017 Public Procurement (Preference to Make in India) Order 2017" (MII) of Department for Promotion of Industry and Internal Trade, (DPIIT - Public Procurement Section); as revised and amended time to time and also clarifications and FAQ issued by DPIIT in this respect from time to time.
- b) **Non- local suppliers are not eligible to participate in this bid.**
- c) Purchase preference to Class-I supplier for Make in India would be provided in line with Public Procurement (Preference to Make in India) Order 2017" (MII) of Department for Promotion of Industry and Internal Trade, (DPIIT - Public Procurement Section) as revised and amended from time to time. The margin of purchase preference shall be 20%.

3.3 Classification of Procurement and purchase preference methodology:

Under this tender, Procurement of Equipment(s) and services are not divisible in nature. This is an integrated work and objective of work is to "Revamp/ Upgrade existing Wi-Fi campus network of LBSNAA, Mussoorie (Uttarakhand) by supplying of Networking equipment(s), the proposed services shall be highly available, secure, scalable & redundant in architecture using State-of-the-Art wired & wireless technologies, the proposed services are to be managed with SLA. Thus, it requires the work to be carried out as turnkey project & in a comprehensive manner wherein contractor/ bidder is responsible for design, supply, installation, configuration, commissioning, training and also operations and maintenance to ensure reliable functioning of envisaged project. As such work is clearly indivisible in nature and required to be carried out as a turnkey project consisting of procurement and integration of networking, security and other hardware and software and thereafter operations and maintenance of installed equipment(s). Hence bids will be evaluated on total bid price and Class-I local supplier will get purchase preference over Class-II local supplier as per following procedure:

- a) Among all qualified bids, the lowest bid shall be termed as L-1. If L-1 is 'Class-I local Supplier', the contract shall be awarded to L-1.
- b) If L-1 is not 'Class-I local Supplier', the lowest bidder among the 'Class-I local Supplier' shall be invited to match the L-1 price subject to Class-I local Supplier's quoted price falling within the

margin of purchase (20%) preference then the contract shall be awarded to such 'Class-I local Supplier' subject to matching the L-1 price.

- c) If such lowest eligible 'Class-I local Supplier' fails to match the L-1 price, the 'Class-I local Supplier' with the next higher and so on, bid within the margin of purchase preference shall be invited to match the L-1 price, then the contract shall be awarded accordingly. If none of the 'Class-I local Supplier' within the margin of purchase (20%) preference matches the L-1 price, the contract will be awarded to the L-1 bidder.
- d) No purchase preference will be given to Class-II local suppliers.
- e) For the removal of doubts it is clarified that award of contract will be subject to other terms & conditions of this document.

3.4 Verification of local content and violations:

1. The 'Class-I local Supplier'/ 'Class-II local Supplier' at the time of tender, bidding, or solicitation shall be required to indicate the percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class-I local Supplier'/ 'Class-II local Supplier', as the case may be.
2. The 'Class-I local Supplier'/ 'Class-II local Supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company certifying that the bidder qualifies as class-I or class-II bidder as specified in **Form-13**.
3. ERNET India reserves the right to seek any clarification/document/certification w.r.t compliance with MII orders referred above till the time of completion of tender process.
4. False declarations will be treated as breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.
5. Complaints (if any) in respect of local content will be dealt as defined in Letter no P45021/2/2017-(BE-II) dated 15.06.2017 Public Procurement (Preference to Make in India) Order 2017" (MII) of Department for Promotion of Industry and Internal Trade, (DPIIT - Public Procurement Section) as revised and amended time to time and also clarifications and FAQ issued by DPIIT in this respect from time to time.

3.5 Purchase preference to Micro and Small Enterprises (MSEs):

Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered products (i.e. **Core switches, Distribution switches, Access switches, Access Points and WLC**) in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service.

If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1 + 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded to qualified MSE bidder.

Note: In this tender, the matching of L-1 price bid means that item-wise matching of L-1 price bid.

i.) Support/ Preferential Treatment to Micro & Small Enterprises (MSEs) and Start-up Enterprises

Policies of the Government to support Micro and Small Industries and startup in comparison to non-MSE enterprises shall apply to this procurement as indicated in Tender Document on GeM. Exemption to MSE and startups will be given for the turnover and not for the experience. The clause mentioned in the General terms and conditions of GeM i.e. exemption to MSE and Startup will not be applicable for this tender only.

ii.) Other terms:

As detailed in the Tender Document, ERNET India reserves its right to grant preferences to eligible Bidders under various Government Policies/ directives (policies relating to Make in India (MII); MSE; Start-ups etc.). Under this tender, procurement of items and services are not divisible in nature. Hence bids will be evaluated on total bid price and Class-I local supplier will get purchase preference over Class-II local supplier.

4. Bid Prices, Taxes and Duties

4.1 Bid Prices

4.1.1 Competitive and Independent Prices

- a. The prices should be arrived at independently, without restricting competition, any consultation, communication, or agreement with any other bidder or competitor relating to:
 - i) those prices; or
 - ii) the intention to submit an offer; or
 - iii) the methods or factors used to calculate the prices offered.
- b. The prices should neither knowingly nor unknowingly disclosed by the Bidder, directly or indirectly, to any other bidder or competitor before bid opening or contract award unless otherwise required by law.

4.1.2 Price Schedule

- a. Bidders are required to quote value of each line item on GeM portal in Financial Bid format given in Section VII uploaded by ERNET India. In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail. In case of any arithmetic mistake committed by bidder in Financial bid Format, ERNET India reserves the right to correct the same by taking unit price quoted by the bidder and quantities specified in Tender by ERNET India.
- b. Bidders shall fill in their rates other than zero value. Bid will be liable to be rejected if bidder **has filled Rs. 0 (zero) for any line item.**
- c. The quoted unit price shall be considered to include all relevant financial implications.

4.1.3 Currencies of Bid and Payment: The currency of bid and payment shall only be Indian Rupees. All payments shall also be made in Indian Rupees only.

4.1.4 Non-compliance: Tenders, where prices are quoted in any other way, may be rejected as non-responsive.

4.2 Firm Prices

Prices quoted by Bidder shall remain firm and fixed during the currency of the contract and there shall be no variation on higher side on any account. The currency of the contract will include Warranty Period as well as AMC Period.

4.3 Goods and Services Tax (GST)

1. Bidders should ensure that they are GST compliant. Bidder should be registered under GST and should furnish GSTIN and GST Registration Certificate in their bids.
2. Bidder undertakes that in case of any non-compliance by the Bidder(s) of the GST provisions which results in blockage/reversal of any input tax credit to ERNET India, Bidder shall be liable to indemnify ERNET India any such loss of input credit including interest, penalty and all incidental expenses incurred by ERNET India. Such indemnification may also be by way of invocation of any security deposit, deduction from any payment that ERNET India has to make to the Bidder, as per the discretion of ERNET India.
3. Bidder undertakes to raise invoice within 10 days from date when the right to raise invoice and demand for payment accrues as per the contract terms. In case invoice is raised and submitted before the due date; then ERNET India reserves the right to return such invoice(s) to the Bidder. In such a situation Bidder would be required to raise fresh invoice as per the contract terms.
4. If the Bidder fails to adhere the terms & conditions of the contract and ERNET deducts Liquidated Damages and/or SLA penalties for the same; then in such a case, ERNET India will charge GST over and above the Liquidated Damages and/or SLA penalties, as the case may be; and same shall be recovered from the Bidder. This may vary depending on the position of law on the date when such deduction is made.
5. Along with the invoice, Bidder would be required to submit relevant documentary evidence to the effect that invoice submitted was issued either through e-Invoice system of GST or has been updated on GST portal using Invoice Furnishing Facility (IFF).
6. In case, any GST liability is required to be borne by ERNET India in future, which was the responsibility of the Bidder, then the same shall be claimed from the Bidder by way of raising debit notes.
7. ERNET India reserves the right to ask the Bidder to submit relevant documents to ensure that they are GST compliant and in such a case Bidder shall forthwith provide all such documents as may be required by ERNET India.

5. Preparation of bids

5.1 The bid

5.1.1 Language of the bid

The bid submitted by Bidder and all subsequent correspondence and documents relating to the bid exchanged between Bidder and ERNET India shall be written in English. However, the language of any printed literature furnished by Bidder in connection with its bid may be written in any other language provided a translation accompanies the same in the bid language. For purposes of interpretation of the bid, translation in the language of the bid shall prevail.

5.1.2 Local Conditions and Factors

Bidders shall themselves be responsible for compliance with Rules, Regulations, Laws and Acts in force from time to time at relevant places. On such matters, ERNET India shall have no responsibility and shall

not entertain any request from the bidders in these regards.

5.1.3 Cost of Bidding

The Bidder(s) shall bear all direct or consequential costs, losses and expenditure associated with or relating to the preparation, submission, and subsequent processing of their Bids, including but not limited to preparation, copying, postage, uploading, downloading, delivery fees, expenses associated with any submission of samples, demonstrations, or presentations which ERNET India may require, or any other costs incurred in connection with or relating to their Bids. All such costs, losses and expenses shall remain with the Bidder(s), and ERNET India shall not be liable in any manner whatsoever for the same or any other costs, losses and expenses incurred by a Bidder(s) for participation in the Tender Process, regardless of the conduct or outcome of the Tender Process.

5.1.4 Interpretation of Provisions of the Tender Document

The provisions in the Tender Document must be interpreted in the context in which these appear. Any interpretation of these provisions other than from such context or other contrived or in between-the-lines interpretation is unacceptable.

5.1.5 Alternative / Conditional Bids not allowed

Conditional offers, alternative offers, multiple bids by a bidder shall not be considered. The GeM Portal shall permit only one bid to be uploaded.

5.2 Documents comprising the bid

5.2.1 Technical Bid

"Technical Bid" shall include inter-alia the original or scanned copies of duly inked signed or digitally signed copies of the following documents in .pdf format. The .pdf documents should not be password protected. **No price details should be given or hinted in the Technical bid. In case the bidder provides any price details in technical bid, their bid shall be liable to rejection. The indicative checklist for bidders is tabulated below:**

(To be submitted as part of Technical bid-on Company Letter-head) Bidder's Name _____ [Address and Contact Details]		
Tender Document No. Tender No. EI-D-Tech001/44/2023-NC, Date: 12.02.2025;		
S. No.	Documents submitted, duly filled, signed	Yes/ No/ NA
1.	Form 1 - Bid Form (to serve as covering letter and declarations applicable for both the Technical bid and Financial bid)	
2.	Form 2 - Bidder Information along with Board Resolution/Power of attorney of authorized signatories on stamp paper and Registration Certificates etc.	
2.a	Self-attested copy of Registration certificates etc. of the Bidding firm	
2.b	Self-attested copy of PAN	
2.c	Self-attested copy of GST Registration Certificate	
2.d	Self-attested copy of Power of Attorney, etc. authorizing signatories on stamp paper to sign the bid	
3.	Form 3 - Eligibility Declarations, along with supporting documents	
3.a	Self-attested copy of Registration certificate for bidders' subcontractors from restricted neighbouring countries, if any	

4.	Form 4 : Bill of Quantity – Compliance	
5.	Form 5: Scope of Work – Compliance Relevant documents like technical data, literature, datasheets, drawings, and other relevant proposal/bid documents.	
6.	Form 6: Pre-Qualification Criteria – Compliance Documents Attached supporting the compliance to qualification criteria of Bidder and its OEM	
7.	Form 7 - Experience Statement Documents/ contracts supporting the experience statement	
8.	Form 8 - Terms and Condition compliance	
9.	Form 9 : Documents relating to Bid Security	
10.	Form 10 : Bank Guarantee	
11.	Form 11: Non-disclosure agreement	
12.	Form 12 : Integrity Pact	
13.	Form 13 : Local Content Declaration	
14.	Form 14 : EMD Format	
<p>(Signature with date)</p> <p>(Name and designation)</p> <p>Duly authorized to sign bid for and on behalf of.....</p> <p>[name & address of Bidder and seal of company]</p> <p>Dated.....</p> <p>Place.....</p> <p>Note: This check-list is merely to help the bidders to prepare their bids, it does not over-ride or modify the requirement of the tender. Bidders must do their own due diligence also.</p>		

5.2.2 Financial Bid

"Financial Bid" shall comprise the Price Schedule considering all financially relevant details, including Taxes and Duties as per Financial Bid Format given at **Section VII**.

5.3 Bid Validity

- 5.3.1 The 'Bidding Duration/bid submission date' and 'Bid Offer Validity' date may be extended by ERNET India and same shall be acceptable to the bidder.
- 5.3.2 During the extended period of 'Bidding duration', the bidders may change / modify their offer/bid.
- 5.3.3 During the extended period of 'Bid Offer Validity' (i.e. within the permissible limits on the GeM), the bidder cannot change / modify their offer/ bid on their own.

5.4 Bid Security

- 5.4.1 MSE and Startup bidder's shall furnish/ upload a Bid Securing Declaration (BSD) at **Form 9 of Section VIII** along with its Technical bid. All other bidders (other than MSE and Startups) shall submit EMD of INR 25,00,000/- (Rupees Twenty-Five Lakh Only) as mentioned in this tender. The BSD / EMD is required to protect ERNET India against the risk of the Bidder's unwarranted conduct as amplified under the sub-clause below.
- 5.4.2 The BSD provides for automatic suspension of the Bidder from being eligible for bidding in any tender in ERNET India for 2 years from the date of such enforcement and this declaration shall stand enforced if Bidder breaches the following obligation(s) under the tender conditions:
- withdraws or amends his bid, or impairs or derogates from the bid in any respect within the period of validity of its bid; or
 - after having been notified within the period of bid validity of the acceptance of his bid by ERNET India, bidder refuses to or fails to submit the original documents for scrutiny and/or the required Performance Security within the stipulated time as per the conditions of the Tender Document;
- 5.4.3 Unsuccessful Bidders' Bid Securing Declaration shall expire, if the contract is not awarded to them, upon:
- receipt by Bidder of ERNET India's notification of cancellation of the entire tender process or rejection of all bids or
 - declaration/publishing of the name of the successful bidder or
 - forty-five (45) days after the expiration of the bid validity (including any extension thereof).
- 5.4.4 The Bid-Securing Declaration of the successful bidder shall stand expired only when Bidder has furnished the required Performance Security.

5.5 Earnest Money Deposit (EMD):

All bidders (other than MSE and Startups) are required to submit an Earnest Money Deposit (EMD) of a sum equivalent to INR 25,00,000/- (Rupees Twenty-Five Lakh) as a demonstration of their serious intent and commitment to participate in this tender process. EMD shall be submitted in one of the following forms:

- Insurance Surety Bonds/ Account Payee Demand Draft/Fixed Deposit Receipt from a Scheduled Commercial bank (which includes Nationalized Banks)/Bank Guarantee from a Commercial bank or online Payment.

1	Beneficiary Name & Address	ERNET India, 5th Floor, Block I A Wing, DMRC IT Park, Shastri Park, Delhi-110053
2	Bank Name	Bank of India
3	Bank Branch & Address	Electronics Niketan 6 CGO complex New Delhi
4	Beneficiary Account No	604810100002033
5	IFSC code	BKID0006048

- Bank Guarantee should be issued by a scheduled commercial bank in India (**which includes Nationalized banks**), in the prescribed form provided **at Form-14**.
- In case, Bidder submit EMD in the form of Bank Guarantee then it should be valid for minimum 180 days with further claim period of 90 days (i.e. 180 days + 90 days) from initial bid submission date.
- Bids should be valid for a minimum period of 180 days from the date of initial bid submission. In exceptional circumstances, the ERNET may request the Bidder(s) for an extension of the period of

validity of the bid. The request and the responses thereto shall be made in writing through GeM portal. The validity of EMD shall also be suitably extended by the bidders.

- v) EMD submitted in the form of BG/ Demand Draft/Fixed deposit, original of the same should be deposited in the Box at ERNET India, 5th Floor, Block-I, A-Wing, DMRC IT Park, Shastri Park, Delhi-110053 office before Bid Submission. All Bank Guarantees should be submitted through SFMS procedure.
- vi) EMD is to be submitted along with the bid by the bidders. Therefore, the last date of submission of EMD will be the same as last date of submission of the bids.
- vii) Bids received without Earnest Money Deposit (EMD) / BSD are liable to be rejected.
- viii) Only MSE / Start-up's bidders are allowed to submit EMD in the form of 'Bid Security Declaration (BSD)'. For this, MSE /Start Up's bidders will be required to submit the valid supporting document for their MSE category as per GeM GTC with the bid. The format of BSD is given in **Form 9**.

ix) Prospective bidders may note that:

- a. Bid that is not accompanied by the EMD will be summarily rejected, except to those bidders which are eligible for exemptions.
- b. In case EMD submitted in the form of DD/Pay order/Fixed Deposit, ERNET India is not obliged to pay any interest on the EMD.
- c. In the event of any discrepancy or disagreement regarding the forfeiture or release of the EMD, the decision of Director General, ERNET India shall be final and binding.
- d. The earnest money of all the unsuccessful bidders will be returned within 15 days from the finalisation/cancellation of bid. EMD submitted in the form of fixed deposit/BG will be returned as it is. In the case of EMD in the form of a DD/Pay order/Fixed Deposit, no interest will be payable by ERNET India on the Earnest Money Deposit. EMD of the bidder on whose contract is placed will be returned on acceptance of the contract & submission of specified performance security within the specified/extended timelines.
- e. **The EMD may be forfeited:**
 - If the bid is withdrawn during the validity period or any extension thereof agreed to by the bidder.
 - If the successful bidder fails to execute the contract or defaults on any of its obligations.
 - If the successful bidder fails to sign the contract and submit Performance Bank Guarantee within the stipulated period.
 - If the bid is varied or modified in a manner not acceptable to ERNET India after opening of the bid during the validity period or any extension thereof.
 - Any violation/default by the bidders in respect of tender terms & conditions may lead to rejection of the bid & forfeiture of EMD.
- f. If the Bidder attempts to influence the evaluation process.
- g. EMD is to be submitted along with the bid by the bidders. Therefore, the last date of submission of EMD will be the same as last date of submission of the bids.
- h. EMD submitted in the form of BG/ Demand Draft/Fixed deposit, original of the same should be deposited in the Box at ERNET India, 5th Floor, Block-I, A-Wing, DMRC IT Park, Shastri Park, Delhi-110053 office before Bid Submission. All Bank Guarantees should be submitted through SFMS procedure.

5.6 Non-compliance with these provisions

Bids are liable to be rejected as non-responsive if a Bidder:

- a. fails to provide and/ or comply with the required information, instructions etc., incorporated in the Tender Document or gives evasive information/ reply against any such stipulations.

- b. furnishes wrong and/ or misleading data, statement(s) etc. In such a situation, besides rejection of the bid as non-responsive, ERNET India will also enforce Bid Security Declaration/EMD.
- c. Non-compliance to the terms and conditions mentioned in the tender document.

6. Signing and Uploading of Bids

6.1 Relationship between Bidder and e-Procurement Portal (GeM)

ERNET India is neither a party nor a principal in the relationship between Bidder and the organisation hosting the e-procurement portal (hereinafter called the GeM Portal). Bidders must acquaint and train themselves with the rules, regulations, procedures, and implied conditions/ agreements of the GeM Portal. Bidders intending to participate in the bid shall be required to register in the GeM Portal. Bidders shall settle clarifications and disputes, if any, regarding the GeM Portal directly with them.

6.2 Signing of bid

The individual signing/ digitally signing the bid or any other connected documents should submit Copy of Board Resolution and/ or Power of attorney on Stamp Paper for authorize signatory, which authorizes the signatory to commit and submit bids on behalf of the bidder in Form 1.1: Bidder Information. In case the bidder is awarded the contract then the person authorize by the bidder shall continue to act as the authorize representative of the bidder till the time of completion of contract. Any change in authorize signatory should be informed forthwith to ERNET India along with the relevant document of authorize signatory.

6.3 Submission/ uploading of Bids.

6.3.1 Submission/ Uploading to the Portal

1. No manual Bids shall be made available or accepted for submission. In the case of downloaded documents, Bidder must not make any changes to the contents of the documents while uploading, except for filling the required information – otherwise, the bid shall be rejected as nonresponsive.
2. Bids shall be received only through GeM portal on or before the deadline for the bid submission.
3. Only one copy of the bid can be uploaded, and Bidder shall sign all statements, documents, certificates uploaded by him, owning sole and complete responsibility for their correctness/ authenticity.
4. Bidders need to sign or up-load the Tender Document along with its clarifications, corrigendum & amendments. It is assumed that Bidder commits itself to comply with all the Sections and documents uploaded by the Tender Inviting Officer.
5. Bidder must upload scanned copies of originals (or self-attested copies of originals – as specified). Uploaded .Pdf documents should not be password protected. Bidder should ensure the clarity/ legibility of the scanned documents uploaded by them.
6. ERNET India reserves its right to call for verification originals of all such self-certified documents from the Bidders at any stage of evaluation, especially from the successful Bidder(s) before the issue of Contract.
7. The date and time of the deadline for the bid submission shall remain unaltered even if the specified date is declared a holiday for the Tender Inviting Officer.
8. ERNET India shall not be responsible for any failure, malfunction or breakdown of the electronic system/internet issues used during the e-Tender Process at bidder's end.
9. ERNET India may extend the deadline for bids submission in which case all rights and obligations of ERNET India and the bidders previously subject to the original deadline shall then be subject to the new deadline for the bid submission.

10. Bid submitted through modalities other than those stipulated in tender document shall be liable to be rejected as nonresponsive.

6.3.2 Implied acceptance of procedures by Bidders

Submission of bid in response to the Tender Document is deemed to be acceptance of the tender procedures and terms & conditions of the Tender Document.

6.3.3 Withdrawal of Bids

1. The bidder may withdraw his bid before the bid submission deadline.
2. No bid should be withdrawn after the deadline for the bid submission and before the expiry of the bid validity period. If a Bidder withdraws the bid during this period, ERNET India shall be within its right to forfeit EMD in addition to other punitive actions provided in the Tender Document for such misdemeanour.

7. Bid Opening

The date & time of the opening of bid is as stipulated in on GeM Portal.

8. Evaluation of Bids and Award of Contract

8.1 General norms

8.1.1 Evaluation based only on declared criteria

The evaluation shall be based upon scrutiny and examination of all relevant data and details submitted by Bidder in its bid and other relevant information deemed appropriate by ERNET India. Evaluation of bids shall be based only on the criteria/ conditions included in the Tender Document.

8.1.2 Minor Infirmary

- a. In case of any minor infirmity in the bid document, the decision of ERNET India shall be final in this regard.
- b. Wherever necessary, ERNET India shall convey its observation to Bidder through GeM portal by asking Bidder to respond by a specified date. If Bidder does not reply by the specified date or gives an evasive reply without clarifying the point at issue in clear terms, that bid shall be liable to be rejected as non-responsive.

8.1.3 Clarification of Bids and shortfall documents

- a. During the evaluation of Technical or Financial Bids, ERNET India may, at its discretion, but without any obligation to do so, asks Bidder to clarify its bid within **03 days**. The request for clarification shall be submitted on GeM Portal, and no change in prices or substance of the bid shall be sought, offered, or permitted that may grant any undue advantage to such bidder.
- b. ERNET India may ask original documents of uploaded scanned copies. If any substantive discrepancy is found between original and scanned uploaded copies, then the bid shall be liable to be rejected as non-responsive and ERNET India may enforce Bid Security declaration.
- c. ERNET India reserves its right to, but without any obligation to do so, seek any information/ documents to meet the shortfall/ inadequacy in the information/ document submitted by the bidder. For this, there is a provision on the portal for requesting such documents from the bidders and the

system allows taking such documents from any bidders as per GeM procedure after the technical bid opening.

8.1.4 Contacting ERNET India during the evaluation

Any effort by a Bidder to influence ERNET India, during the processing of bids, evaluation, bid comparison or award of decisions, shall be construed as a violation and bid shall be liable to be rejected as non-responsive in addition to enforcement of Bid Security declaration.

8.2 Evaluation of Bids

- i) This Tender Process comprises of two Bid systems i.e. Technical Bid and Financial Bid.
- ii) Initially, only the Technical Bids shall be opened on the stipulated date of opening of bids. ERNET India may convene a bid opening session over GeM portal, where representatives from the firms, who have successfully uploaded the bid, can participate or as per GeM procedure.
- iii) ERNET India will download the Technical bid from GeM portal at first.
- iv) The bids will then be passed on to a duly constituted Tender Evaluation Committee (TEC).
- v) After that, the Technical Bids' evaluation shall be done to ascertain whether and how many bids are meeting the eligibility, qualification criteria and Technical aspects.
- vi) Financial bids (original, revised if any) of only those bidders whose technical bids are found qualified as per both Pre- Qualification criteria and Technical criteria will be opened for further evaluation.
- vii) The financial bids will then be passed on to a duly constituted Tender Evaluation Committee (TEC) for evaluation.

8.3 Technical Evaluation

Only substantively responsive (meeting qualification criteria as mentioned in **Section-V** of this tender document) bids shall be further evaluated for technical evaluation. In evaluating the technical bid, conformity to the eligibility and qualification criteria, technical specifications of the offered Service and Services in comparison to those specified in the Tender Document will be ascertained. Additional factors incorporated in the Tender Document shall also be considered in the manner indicated there-in. Bids with deviations shall be rejected as non-responsive. ERNET India reserves its right to consider and allow minor infirmity in technical Conditions as per tender conditions.

8.3.1 Evaluation of eligibility & qualification criteria

ERNET India shall determine, to its satisfaction, whether the Bidders are eligible as per NIT to participate in the Tender Process as per submission in the checklist submission. Bids that do not meet the required eligibility criteria prescribed shall be rejected as nonresponsive.

8.3.2 Evaluation of Conformity to Bill of Quantity and Technical Specifications and other parameters specified in Tender document

Tender Evaluation Committee (TEC) will shortlist Technical Bids on the basis of technical solution, conformity of technical specifications, parameters, features offered vis- à-vis tendered specifications requirements, etc. If required, the short listed bidders may be asked for a detailed technical presentation, discussion on the solution and items offered in the bid. Further, TEC may ask the bidder to bring any selected items, sub items of their quoted items for technical evaluation at ERNET India or any other location decided by TEC in specified time limit. In case, bidder fails to bring their quoted items within the stipulated time, for whatever reasons, their bid will not be considered for further evaluation. It is bidder's responsibility to showcase the desired parameters quoted in the bid by bidder. To do this, if bidder has to bring different tools, it will be the responsibility of the bidder to arrange them at no cost to ERNET India.

The bidders should compulsorily mention make and model of all active items compulsorily in the technical part of the bid along with their Data sheets. The bidders should also mention make and model of all passive items wherever applicable compulsorily in the technical part of the bid.

8.3.3 Declaration of Technically Successful Bidders and Opening of their Financial Bids

Bids that succeed in the above technical evaluation shall be considered for financial evaluation. The list of such technically successful bidders and the date and time for the opening of their financial bids shall be declared on the GeM Portal.

8.4 Financial Evaluation

- i.) The financial bid of technically qualified bidders will be opened on GeM portal. Thereafter, e-Reverse Auction (e-RA) will be conducted on GeM Portal.

ERNET India's Tender Evaluation Committee will evaluate the financial bids on the price criteria and meeting all tender terms and conditions. The financial bids submitted by the bidders should meet all the terms & conditions at every stage of tender including e-RA and negotiations. If financial bid of bidder (s) does not comply to the terms and conditions mentioned in the tender, then such financial bids may be declared as non-responsive and may be rejected.

ERNET India's Tender Evaluation Committee will declare lowest cost (L-1) bid after e-Reverse Auction from the responsive bids.

- ii.) The Reverse Auction (e-RA) process will be governed as per GeM Portal and its procedures.
- iii.) The financial comparison of the responsive Financial Bids shall be done on Total bid price (including GST) of all the Items and Services quoted by the bidder in the Financial bid.
- iv.) In line with the policies of the Government of India, as amended from time to time, ERNET India reserves the right to give purchase preferences to eligible categories of Bidders as indicated in the Tender Document after e-Reverse Auction and evaluation of Financial bids by ERNET India's Tender Evaluation committee and declaring ranking of financial bids including lowest cost (L-1) bid from the response bids.

IMPORTANT INSTRUCTION:

- i) **For all active items, quoted AMC price per year per item by the bidder should not be less than 5% of that item price (inclusive of GST) at the time of submitting initial financial bid, during e-RA (of e-RA price) and Price Negotiation (of negotiated price). It is a mandatory condition. If this condition is not complied with, then the financial bid of such bidder (s) is liable to be rejected.**
- ii) **All the prices should be quoted by the bidder in the financial bid format as provided by ERNET India in this tender failing which the financial bid may be rejected. Also any conditional Price Bid may also be rejected.**
- v.) **Price Negotiation:**
- a. ERNET India reserves its right to negotiate with the lowest acceptable bidder (L-1) after e-Reverse Auction (e-RA) process and evaluation of financial bids by ERNET India's Tender Evaluation Committee, which is declared techno-commercially successful for supplying items and services on whom the contract would have been placed as per the terms of the tender.
- b. Bidders must always (i.e. after opening of financial bid, after eRA and after negotiations)

submit Price Break up {(Financial Bid Format given at Section VII} sheet (i.e. items wise price in the format as given in the tender) on GeM. If same is not possible through GEM portal, then bidder shall submit the same on the email IDs as given in the NIT.

- c. In case of e-RA and Price negotiation, bidder cannot quote item wise prices towards higher side in comparison to previously quoted item wise prices. Failure to do so will make bid liable for rejection.
- vi.) It may be noted that Price Negotiation (if required by ERNET India) will be done with qualified bidder after eRA, evaluation of financial bids received after e-RA by ERNET India's Tender Evaluation committee and after giving Purchase Preference to MSE (with 15% margin) and Purchase Preference to Make in India (with 20% margin). The Final accepted lowest bidder (after eRA, purchase preference) will be called '**Final L1 bidder**' and if negotiation is done then final negotiated price will be called as "**Final L1 Price Bid**". The successful and Final L-1 bidder will be selected by ERNET India after completing all processes.

8.5 Rejection of Bids

Bids may be rejected in any one or more of the following reasons:

- a) Bids with incomplete information, subjective and conditional offers as well as partial offers.
- b) Bids submitted without the enclosures to support the Bidder's specific experience in the relevant projects/ works, proposed work plan, approach and methodology, etc.
- c) Bids with variation/contradiction between the Technical Bid and Financial Bid.
- d) Bids without the signed copy of the proposal and all related documents.
- e) In addition to the above criteria, if there is non-compliance with any of the clauses of this tender, the bids are liable for rejection.
- f) Incomplete details will be treated as non-responsive offer and the bid is liable for rejection.
- g) Handwritten documents, erasures, or alterations:
 - The bids containing erasures or alterations will not be considered. There should be no handwritten material, corrections, or alterations in the bid. Filling up of the information using terms such as "OK", "noted", "as given in brochure/manual" is not acceptable and may lead to the disqualification of the bid.

9. Award of Contract

9.1 ERNET India's Rights:

i) Right to Vary Quantities

- a. ERNET India reserves the right to increase/decrease the quantities to be ordered up to 25 % of sum total of final bid value; at the time of placement of contract.
- b. Keeping in the view of the fact that the project requirements are dynamic and ever changing therefore ERNET India reserves the right to increase the ordered value by up to 25% of sum total of final bid value; till the completion of three years of Warranty and two years of Maintenance (AMC) period, without any reference to the initial ordered quantities and initial amount of work order.
- c. Successful Bidder/ Contractor is bound to accept the orders accordingly, failing which; ERNET India may declare this as an event of default and consequences for event of default will be applicable.

ii) Signing of Non-Disclosure Agreement:

- a. The Successful Bidder shall sign a Non-Disclosure Agreement (NDA) with ERNET India as per

Form 11 and submit the same within **15 days** from the date of issue of contract.

- b. The successful bidder shall also sign a Non-Disclosure Agreement with employees who are deployed in this project during implementation and operations.
- c. The Successful Bidder shall ensure that all persons, employees, workers and other individuals engaged by Bidder in rendering the Services under this Agreement have undergone proper background check, police verification and other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by the Bidder unless such person is found to be suitable in such verification and Bidder shall retain the records of such verification and shall produce the same to ERNET India as when requested by ERNET India. It may also, if required, go for verification of manpower of contractor engaged for this project from government agencies.

9.2 Issuance of Contract

9.2.1 Selection of Successful Bidder

ERNET India may award the contract to the Bidder whose bid is successful and declared Final L-1 after all evaluation process, if its final price is found to be reasonable, as per evaluation criteria detailed in the Tender Document. ERNET reserves the right to reject any bidder without citing any reason. The decision of ERNET authorities shall be deemed final.

ERNET India shall also have full right to issue the off line Purchase Order (s) from ERNET India office, if doing so through GeM portal is not possible.

9.2.2 Performance Security

Within 15 days of issuance of contract through GeM Portal, Performance Security as mentioned at **Section-III** shall be submitted by successful bidder to ERNET India and if it fails to do so within the specified period, it shall be lawful for ERNET India, at its discretion, to annul the award and enforce Bid Securing Declaration and forfeit / en-cash EMD. The Performance Security shall also be required to be extended for AMC period (if awarded) after completion of Warranty period.

9.2.3 Publication of Tender Result

The name and address of the successful Bidder receiving the contract shall be published in the GeM Portal.

10. Integrity Pact:

The bidders must comply with the Integrity Pact (IP) as a preliminary qualification and sign the Integrity Pact (IP) form (**Form12**) at **Form 12 of Section VIII**.

Section III: General Conditions of Contract (GCC)

1 General

1.1 Tenets of Interpretation

Unless where the context requires otherwise, throughout the contract:

1. The heading of these conditions shall not affect the interpretation or construction thereof.
2. Writing or written includes matter either whole or in part, in digital communications, manuscript, typewritten, lithographed, cyclostyled, photographed, or printed under or over signature or seal or digitally acceptable authentication, as the case may be.
3. Words in the singular include the plural and vice-versa.
4. Words importing the masculine gender shall be taken to include other genders, and words importing persons shall include any company or association or body of individuals, whether incorporated or not.
5. Any reference to 'Item' and 'Service' shall be deemed to include the complete work i.e. delivery, supply, installation, testing, training, commissioning, integration, full functioning, acceptance, operation and maintenance.
6. Any reference to 'Contract' shall be deemed to include all other documents as described in **GCC-Clause 2.4.**
7. Any reference to any Act, Government Policies or orders shall be deemed to include all amendments to such instruments, from time to time.

1.2 Definitions

In the contract, unless the context otherwise requires:

1. "bid" (including the term 'tender', 'offer', 'quotation' or 'proposal' in specific contexts) means an offer to supply items, services or execution of works made as per the terms and conditions set out in a document inviting such offers.
2. "Bidder" (including the term 'Bidder', 'Successful Bidders', 'Contractors', 'System Integrator', 'Service providers' in specific contexts) means any person or company, every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a Tender Process.
3. "Bill of Quantities" (including the term Financial Bid Format) means the financial sheet and complete Bill of Quantities forming part of the bid.
4. "Commercial Bank" means a bank, defined as a scheduled bank under section 2(e) of the Reserve Bank of India Act, 1934.
5. "Contract" means and includes 'Contract issued from GeM Portal' and 'Purchase Order', 'Supply Order', 'Withdrawal Order', 'Work Order', 'Agreement', 'Amendments' 'Repeat order', any amendment thereof issued by ERNET India on the successful bidder under contexts to this tender.
6. "Bidder, Contractor, Successful Bidder" (including the terms 'Supplier', 'Service Provider', 'System Integrator', 'Firm', 'Vendor', 'Bidder' under specific contexts) means the person, firm, company, with whom the contract is entered into and shall be deemed to include the contractor's successors (which is/are approved by ERNET India), representatives, heirs, executors, and administrators as the case may be unless excluded by the terms of the contract.
7. "Day", "Month", "Year" shall mean calendar day, month, and year (unless reference to financial year is clear from the context).
8. "General Conditions" means the General Conditions of Contract, also referred to as GCC.
9. "Service"/ "Services" (including the terms items, service, Services in specific contexts): Any reference to item, service shall be deemed to include specific services that are Installation, Commissioning, Training, Testing, Acceptance and Maintenance etc.
10. "Government" means the Central Government or a State Government as the case may be and includes Autonomous Bodies, agencies and Public Sector Enterprises under it, in specific contexts.
11. "Inspection" means activities such as measuring, examining, testing, analyzing, gauging one or more characteristics of the Service or services or works, and comparing the same with the specified

- requirement to determine conformity.
12. "Parties": The parties to the contract are the "Contractor" and ERNET India, as defined in this clause.
 13. "Performance Security" (includes the terms 'Security Deposit' or 'Performance Bond' or 'Performance Bank Guarantee' or other specified financial instruments in specific contexts) means a monetary guarantee to be furnished by the successful Bidder or Contractor in the form prescribed for the due performance of the contract.
 14. "Procurement" (or 'Purchase', or 'Government Procurement/ Purchase') means the acquisition of Service/ Services/ works by way of purchase, either using public funds or any other source of funds (e.g. grant etc.) of Service, works or services or any combination thereof, by ERNET India. The term "procure"/ "procured" or "purchase"/ "purchased" shall be construed accordingly.
 15. "Procurement Officer" means the officer dealing the project, issuing the Tender Document, Purchase order from GeM and/or signing the contract etc. on behalf of ERNET India.
 16. "Specification", "Technical Specification" means the drawing, document, standard, Datasheets or any other details governing the supply of Service, performance of services that prescribes the requirement to which Service(s) have to conform as per the contract.
 17. "Signed" means ink signed or digitally signed with a valid Digital Signature as per IT Act 2000 (as amended from time to time). It also includes stamped, except in the case of Letter of Award or amendment thereof.
 18. "Tender/ "Tender Document"/ "Tender Enquiry" or "Tender Process": 'Tender Process' is the whole process from the publishing of the Tender Document till the resultant award of the contract. 'Tender Document' means the document (including all its sections, appendices, forms, formats, etc.) published by ERNET India on GeM Portal to invite bids in a Tender Process. The Tender Document and Tender Process may be generically referred to as "Tender" or "Tender Enquiry", which would be clear from context without ambiguity.
 19. **Tender Number of ERNET India refers** to the GeM Bid Number, Bidders should add this number same as GeM Bid Number in all documentation pertaining to this tender.
 20. "GeM Portal"; (includes e procurement) Government e Marketplace website on which this tender will be hosted and other tender related activities will be performed.
 21. "Supply"; Supply is defined as delivery of items and services at site and their installation, configuration, commissioning, integration, testing, full functioning, acceptance, etc. which includes integration with existing items & network and functionality testing.

2 The Contract

2.1 Language of Contract

The contract shall be written in the Official Language or English. All correspondence and other contract documents, which the parties exchange, shall also be written/ translated accordingly in that language. For purposes of interpretation of the contract, the English documents/ translation shall prevail.

2.2 The Entire Agreement

The Contract to be issued on GeM portal and its related documents constitutes the entire agreement between ERNET India and the bidder.

2.3 Severability

If any provision or condition of this Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of this Contract.

2.4 Contract Documents

The following conditions and documents shall be considered to be an integral part of the contract, irrespective of whether these are appended/ referred to in it. Any generic reference to 'Contract' shall imply reference to all

these documents as well:

1. Contract issued on GeM Portal.
2. Valid and authorized Amendments issued to the contract.
3. Final written submissions made by the bidder during negotiations, if any.
4. GeM (GTC i.e General Terms and Conditions)
5. GeM (STC i.e Special Terms & Conditions & ATC i.e Additional Terms & Conditions) if any
6. The contractor's bid;
7. Forms and Formats signed and submitted by bidder
8. Integrity Pact
9. Non-Disclosure Agreement (NDA)
10. Modifications/ Amendments, Waivers and Forbearances
11. Tender Document and its amendment/Corrigendum

2.4.1 Modifications/ Amendments of Contract

- a. If any of the contract provisions must be modified after the contract is issued, the modifications shall be made in writing and signed by ERNET India, and no modified provisions shall be applicable unless such modifications have been done. No variation in or modification of the contract terms shall be made except by a written amendment signed by ERNET India. Requests for changes and modifications may be submitted in writing by the contractor to ERNET India. At any time during the currency of the contract, ERNET India may suo-moto or, on request from the contractor, by written order, amend the contract by making alterations and modifications within the general scope of the Contract.
- b. If the contractor does not agree to the suo-moto modifications/amendments made by ERNET India, he shall convey his views within 10 days from the date of amendment/ modification conveyed. Otherwise, it shall be assumed that the contractor has consented to the amendment.
- c. Any verbal or written arrangement abandoning, modifying, extending, reducing, or supplementing the contract or any of the terms thereof shall be deemed conditional and shall not be binding on ERNET India unless and until the same is incorporated in a formal instrument and signed by ERNET India, and till then ERNET India shall have the right to repudiate such arrangements.

2.4.2 Waivers and Forbearances

The following shall apply concerning any waivers, forbearance, or similar action taken under this Contract:

- a. Any waiver of ERNET India's rights, powers, or remedies under this Contract must be in writing, dated, and signed by an authorized representative of ERNET India granting such waiver and must specify the terms under which the waiver is being granted.
- b. No relaxation, forbearance, delay, or indulgence by ERNET India in enforcing any of the terms and conditions of this Contract or granting of an extension of time by ERNET India to the bidder shall, in any way whatsoever, prejudice, affect, or restrict the rights of ERNET India under this Contract, neither shall any waiver by ERNET India of any breach of Contract operate as a waiver of any subsequent or continuing breach of Contract.

3 Governing Laws and Jurisdiction

- 3.1. This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Laws of India for the time being in force.
- 3.2. Irrespective of the place of delivery, or the place of performance or the place of payments under the contract, the contract shall be deemed to have been made at the place from which the Contract/Purchase Order or the contract Agreement has been issued. The courts of such a place (i.e. New Delhi) shall alone

have jurisdiction to decide any dispute arising out or in respect of the contract.

4 Bidders Obligations and restrictions on its Rights

4.1 Changes in Constitution/ financial stakes/ responsibilities of a Bidders Business

The Bidders must proactively keep ERNET India informed of any changes in its constitution/ financial stakes/ responsibilities during the execution of the contract.

4.2 Obligation to Maintain Eligibility and Qualifications

The contracts have been awarded to the contractor based on specific eligibility and qualification criteria. The Contractors are contractually bound to maintain such eligibility and qualifications during the execution of the contract. Any change which would vitiate the basis on which the contract was awarded to the contractor, should be pro-actively brought to the notice of ERNET India within **10 days** of it coming to the Contractor's knowledge. These changes include but are not restricted to the Change regarding declarations made by it in its bid in **Form 3: Eligibility Declaration**.

4.3 Consequences of a breach of Obligations

Should the contractor commit a default or breach of **GCC Clauses 4.1 to 4.7**, the Contractor shall remedy such breaches within **21 days**, keeping ERNET India informed. However, at its discretion, ERNET India shall be entitled, and it shall be lawful on its part, to treat it as a breach of contract and avail any or all remedies there under. The decision of ERNET India as to any matter or thing concerning or arising out of **GCC Clauses 4.1 to 4.7** or on any question whether the contractor or any partner of the contractor firm has committed a default or breach of any of the conditions shall be final and binding on the contractor.

4.4 Assignment and Sub-contracting

- a. The contractor shall not sublet, transfer, or assign the contract or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever.
- b. The contractor shall take prior permission in writing from ERNET India for any sub-contracting that contractor wish to enter into for limited Works.
- c. If the Contractor sublets or assigns this contract or any part thereof without such permission, ERNET India shall be entitled, and it shall be lawful on its part, to treat it as a breach of contract and avail any or all remedies thereunder.

4.5 Indemnities for breach of IPR Rights or from other issues

- a. the contractor shall indemnify and hold harmless, free of costs, ERNET India and its employees and officers from and against all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which may arise in respect of the services provided by the contractor.
- b. If any proceedings are brought, or any claim is made against ERNET India arising out of the matters referred above, ERNET India shall promptly give the contractor a notice thereof. The contractor may conduct, at its own expense and in ERNET India's name, such proceedings and negotiations to settle any such proceedings or claim, keeping ERNET India informed.
- c. If the contractor fails to notify ERNET India within 30 days after receiving such notice that it intends to conduct any such proceedings or claim, then ERNET India shall be free to conduct the same on its behalf at the risk and cost to the contractor.
- d. At the contractor's request, ERNET India shall afford all available assistance to the contractor in

conducting such proceedings or claim and shall be reimbursed by the contractor for all reasonable expenses incurred in doing so.

- e. The Contractor shall be solely responsible for any damage, loss or injury which may occur to any property or to any person by or arising out the execution of the works or temporary works or in carrying out of the contract otherwise than due to the matters referred to in this agreement hereinbefore. The contractor would ensure for observance of all labour and other laws applicable in the matter and shall indemnify and keep indemnified ERNET India, end users/ its customers against the effect of non-observance of any such laws.

4.6 Confidentiality and IPR Rights

4.6.1 IPR Rights

All deliverables, outputs, plans, drawings, specifications, designs, reports, and other documents and software submitted by the contractor under this Contract shall become and remain the property of ERNET India and must not be shared with third parties or reproduced, whether in whole or part, without ERNET India's prior written consent. The contractor shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to ERNET India, together with a detailed inventory thereof.

4.6.2 Confidentiality

All documents, drawings, samples, data, associated correspondence or other information furnished by or on behalf of ERNET India to the contractor, in connection with the contract, whether such information has been furnished before, during or following completion or termination of the contract, are confidential and shall remain the property of ERNET India and without the prior written consent of ERNET India, shall neither be divulged by the contractor to any third party, nor be used by him for any purpose other than the design, procurement, or other services and work required for the performance of this Contract. If advised by ERNET India, all copies of all such information in original shall be returned to ERNET India on completion of the contractor's performance and obligations under this contract.

4.6.3 Obligations of the contractor

1. Without ERNET India's prior written consent, the contractor shall not use the information mentioned above, except for the sole purpose of performing this contract.
2. The contractor shall treat and mark all information as confidential and shall not, without the written consent of ERNET India, divulge to any person other than the person(s) employed by the contractor in the performance of the contract. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for such performance for this contract.
3. Notwithstanding the above, the contractor may furnish to its holding company such documents, data, and other information it receives from ERNET India to the extent required for performing the contract. In this event, the contractor shall obtain from such holding company an undertaking of confidentiality similar to that imposed on the contractor under the above clauses.
4. The obligation of the contractor under sub-clauses above, however, shall not apply to information that:
 - a) now or hereafter is or enters the public domain through no fault of Contractor;
 - b) can be proven to have been possessed by the contractor at the time of disclosure and which was not previously obtained, directly or indirectly, from ERNET India ; or
 - c) otherwise lawfully becomes available to the contractor from a third party that has no obligation of confidentiality.
5. The above provisions shall not, in any way, modify any undertaking of confidentiality given by the contractor before the date of the contract, in respect of the contract/ the Tender Document or any part thereof.
6. The provisions of this clause shall survive completion or termination for whatever reason of the contract.

4.7 Performance Security

1. The successful bidder shall submit **Performance Security equivalent to 3% of the Total Bid Value of successful bidder (including GST)** within 15 days from the date of award of contract for the services to be performed under the awarded tender/contract. This Performance Security shall be valid for the term of the Contract/Agreement of Three (03) years warranty period plus 3 months of claim period (i.e. 36 months + 03 months) and shall be renewed and maintained as necessary to cover full Three (03) years of warranty period by the selected successful bidder for the term of the Contract/agreement, and extensions if any. This Performance Security shall also be required to be extended for AMC period (if awarded) after completion of Warranty Period.

In case supplier/bidder fails to supply & install the items and/or services satisfactory within delivery/ installation/ warranty/ AMC period, the Performance Security submitted by the successful bidder is liable to be forfeited. Performance Security shall be released after satisfactory completion of services i.e. Supply & installation of all items at the site, Warranty period. No interest will be payable by ERNET India on the any Security deposit submitted by the bidder and/or retained/forfeited by ERNET India.

- a. **Manner of submission of Performance Security:** Insurance Surety Bonds/ Account Payee Demand Draft/Security Deposit Fixed Deposit Receipt from a Scheduled Commercial Bank/Bank Guarantee from a Scheduled Commercial Bank or online Payment (Account details given below).

1.	Beneficiary Name & Address	ERNET India, 5th Floor, Block I A Wing, DMRC IT Park, Shastrri Park, Delhi-110053
2.	Bank Name	Bank of India
3	Bank Branch & Address	Electronics Niketan 6 CGO complex New Delhi
4	Beneficiary Account No	604810100002033
5	IFSC code	BKID0006048

The performance security in the form of Bank Guarantee must be routed through Structured Financial Messaging System (SFMS) from issuing Bank to our Bank as given above by sending IFN 760 COV Bank Guarantee Advice Message.

- b. Bank Guarantee should be issued by a scheduled commercial bank in India in the prescribed form & format as given in Tender.
 - c. Performance Security / Security deposit having fixed validity will be required to be further extended by the bidder to cover full work, services, etc liability period + 3 months. In case the contractor fails to do so in a timely manner; then ERNET India reserves the right to invoke the BG. All BGs shall be with 3 months of claim period.
2. If the contractor, having been called upon by ERNET India to furnish Performance Security, fails to do so within the specified period, it shall be lawful for ERNET India at its discretion to annul the award and enforce Bid Securing Declaration (in lieu of forfeiture of the Bid Security) and EMD, besides taking any other administrative punitive action.
 - a. If the contractor during the currency of the Contract fails to maintain the requisite Performance Security, it shall be lawful for ERNET India at its discretion to terminate the Contract for Default besides availing any or all contractual remedies provided for breaches/ default, or
 - b. without terminating the Contract:
 - recover from the contractor the amount of such security deposit by deducting the amount from the pending bills of the contractor under the contract, any other contract with ERNET India, treat it as a breach of contract and avail any or all contractual remedies provided for breaches, default.

3. Contractor needs to extend the validity of Performance Security as and when asked by ERNET India due to Extension of project timelines or if any other valid reason.
4. In the event of any amendment issued to the contract, the contractor shall furnish suitably amended value and validity of the Performance Security in terms of the amended contract within fifteen days of issue of the amendment.
5. ERNET India shall be entitled, and it shall be lawful on his part, to invoke the performance securities in the event of:

any default, failure, neglect on the part of the contractor in the fulfilment or performance in all respect of the contract under reference or any other contract with ERNET India or any part there off or any loss or damage recoverable from the contractor which ERNET India may suffer or be put to for reasons of or due to above defaults, failures, neglect.
6. Subject to the sub-clause above, ERNET India shall release the performance security without any interest to the contractor on completing all contractual obligations at the satisfaction of ERNET India, including the warranty obligations.
7. No interest will be payable by ERNET India on any security deposit, amount forfeited, liquidated damages, SLA penalty, amount withheld any delayed payment by ERNET India.

5 Permits, Approvals and Licenses

The bidder shall obtain permits, approvals, licenses, etc. from local public authorities, etc, it shall be the bidder sole responsibility to obtain these and keep these current and valid for execution of work successfully.

6 Limitation of Liability

Except in case of gross negligence or willful misconduct on the part of the bidder or on the part of any person or company acting on behalf of the bidder in carrying out the Services, the bidder, with respect to damage caused by the bidder shall not be liable to Purchaser:

- a) for any indirect or consequential loss or damage; and
- b) for any direct loss or damage that exceeds
 - i. the total payments payable under agreement / contract to the bidder here under, or
 - ii. the proceeds the Agency may be entitled to receive from any insurance maintained by the Agency to cover such a liability, whichever of (a) or (b) is higher.

This limitation of liability shall not affect the Agency liability, if any, for damage to Third Parties caused by the gross negligence or willful misconduct of the Agency or any person or firm/company acting on behalf of the Agency in carrying out the Services. Limitation of liability, including for damage to Third Parties, shall be to the extent of 100% of the total cost of the agreement/ contract /project/ work calculated up to and as on the date when such section / clause is required to be invoked.

7 Conflict of Interest

The successful bidder shall disclose to the Purchaser in writing, all actual and potential unethical conflicts of interest that exist, arise or may arise in the course of performing the Services as soon as practical after it becomes aware of that conflict.

Section IV: Requirement, Scope of Work and SLA

1. Key Technical Requirement

ERNET India is looking for a bidder to carry out work of *“Revamping / Upgradation of existing Wi-Fi campus network of LBSNAA, Mussoorie (Uttarakhand)”*. The selected bidder is required (i) To revamp / upgrade existing Wi-Fi campus network to provide uninterrupted, secure, Wi-Fi enabled campus network at LBSNAA, Mussoorie to the state-of-the-art technology; (ii) To revamp / upgrade Wide Area Network (WAN) through wired and Wireless mode; (iii) To provide Operations and on-site Comprehensive Maintenance support for revamped/ upgraded Wi-Fi campus network ; (iv) To provide Hand holding / Training of the implemented network / work executed / facilities created for LBSNAA’s nominated faculty / staff. The key requirements & required solution from bidder are detailed below in the following sections:

1.1 The existing network at LBSNAA Mussoorie is heterogeneous in nature due to use of networking items of various OEMs. Keeping this, the technical requirement for LBSNAA is as below:

- i) To revamp / upgrade existing Wi-Fi campus Network of LBSNAA, Mussoorie;
- ii) Coverage area: About 46 Departments/ Buildings;
- iii) Enabling High Speed Wireless Access on Any-time Anywhere basis across LBSNAA Mussoorie campus;
- iv) Higher Data rate to the end users;
- v) Handholding / Training / Capacity Building on supplied items /work executed to faculty, staff, trainees, students / nominated person(s);
- vi) Operation & Maintenance of supplied Network Infrastructure;
- vii) Deployment of manpower for the Operations & Maintenance of the Wi-Fi campus network;
- viii) Maximum use of existing Optical Fiber Cable (OFC) & lay new OFC wherever required;
- ix) To create reserve capacity of spare items;
- x) The tentative names of buildings /departments to be covered for revamping / upgradation of Wi-Fi campus Network at LBSNAA, Mussoorie are tabulated below:

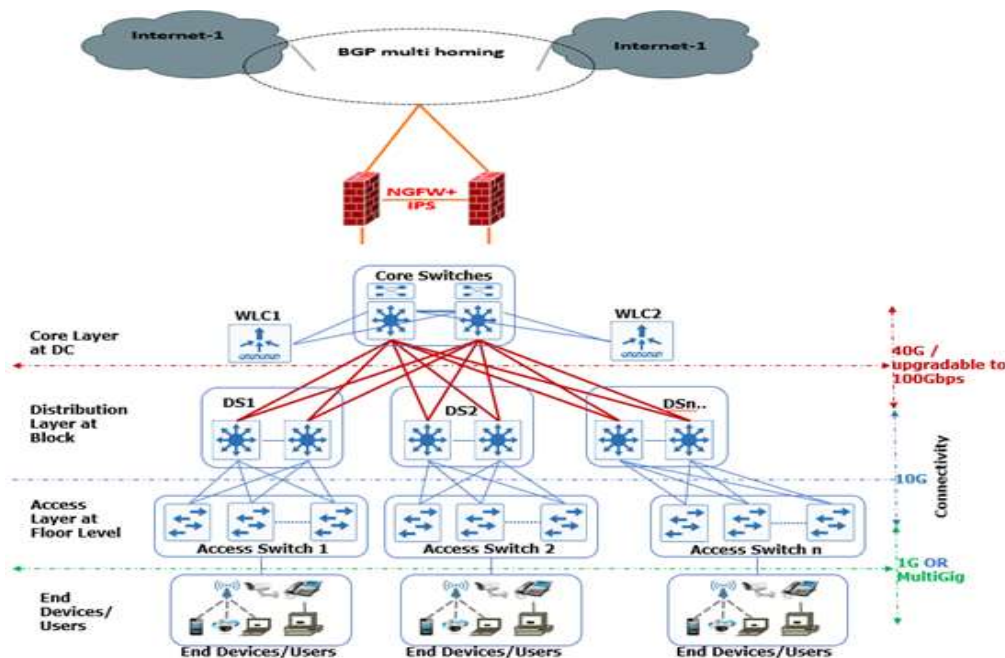
Sr.	Building Name	Sr.	Building Name
1	Adharshila Building	24	NIAR
2	Gyanshila building	25	CozyKot
3	DhruvShilla Building	26	CozyNoc
4	Karamshila building	27	Madan Niwas
5	Kalindi Building	28	Staphaltan
6	Kautilya Hall	29	Malacalph
7	Mahanadi	30	Indira Bhawan Main
8	Happy Valley Hostel	31	Indira Bhawan office backside
9	Dispensary	32	Indira Bhawan Kalam Hall
10	EPBAX	33	Silverwood
11	Language Block	34	Brahmaputra
12	Sampooran Auditorium	35	Himachal
13	Kalindi Type V	36	Chankaya Hall
14	Ganga	37	Happy Valley Ty-5
15	Kaveri	38	Pleasure Ty-2
16	Narmada	39	Pleasure TY-5
17	Community hall	40	Valley View Hostel
18	Computer Center	41	New Sports Complex
19	Tulahmore	42	AN Jha Plaza Building-Outdoor AP's
20	Main Entry	43	Kateshwar Hostel
21	Director Office	44	Polo Ground
22	Canteen	45	Director Residence
23	Himgiri	46	Maphalage

Note: Names of buildings/ departments may vary at the time of actual implementation. However, this would be finalized after Detailed Site Survey and submission of Detailed Site Survey Report by successful bidder to ERNET India / LBSNAA, Mussoorie for its acceptance. The detailed site survey report would be accepted by ERNET India / LBSNAA Mussoorie for its finalization to provide its consent to give go ahead to carryout work at LBSNAA Mussoorie by successful bidder. The detailed Site Survey of site/ LBSNAA Mussoorie shall be carried out by the successful bidder after issue of Contract Order/ Purchase Order by ERNET India.

1.2 The successful bidder shall deploy/ upgrade the Wi-Fi enabled campus network at LBSNAA Mussoorie by following the basis of network architecture as given below:

- i) 3 – Tier Network Architecture
- ii) Controller based Wi-Fi Network
- iii) Highly Secured, Reliable with High performance
- iv) Centralized Monitoring & Management Systems
- v) Minimum 10 Gbps redundant backbone upgradable up to 40 Gbps
- vi) Scalable for future expansion
- vii) Establishing adequate Access Points for Wireless connectivity (Indoor & Outdoor) within the LBSNAA Mussoorie campus for seamless Wi-Fi network access to all officers / staff / users of LBSNAA Mussoorie;
- viii) Operations and Maintenance of upgraded Wi-Fi enabled campus network of LBSNAA Mussoorie.
- ix) Handholding and Training on operations, maintenance and basic troubleshooting for supplied items /work executed to officers, faculty, staff, nominated person(s);

1.3 The bidder / SI shall design and deliver, the 3-Tier Network Architecture comprising of the various components for upgrading the Network bandwidth and providing high Network availability at LBSNAA Mussoorie campus as proposed below:



(Figure-1)- Indicative only

1.4 Technical Requirements for proposed Network Infrastructure by the bidder

The bidder shall propose the network infrastructure to achieve an efficient design that is based on the following considerations:

- i) Designing the Network IT infrastructure leveraging the advanced IT components available in the industry for provisioning of Internet and Intranet based network connectivity;
- ii) Establishing adequate access points for wireless connectivity within the campus buildings;
- iii) Employing a network design scalable with upcoming requirements (if any);
- iv) Creating the Network architecture based on Open standards that is independent of any proprietary hardware, software, service provider, etc.;
- v) Having necessary security infrastructure that provides seamless access to LBSNAA's internal applications with due authorizations;
- vi) Setting up of a state-of-the-art network monitoring solution in the server room for monitoring and managing the availability, performance, etc. of the network and its various components.
- vii) Fully and highly secured Wi-Fi enabled campus network and meeting Govt. guidelines for network security in accessing network, mainly with/ from supplied items;
- viii) Creating an elaborative training through supplied manpower/ resident engineers that enables LBSNAA IT Administrators to monitor and manage the Network Infrastructure Operations effectively.

1.5 Site preparedness at LBSNAA, Mussoorie

Bidder will coordinate with ERNET India or LBSNAA, Mussoorie for the following:

- i) The permissions required to lay OFC cable, UTP cable and to place WAPs, Poles, switches rack, any other IT infrastructure etc. All required permissions shall be obtained by the bidder from LBSNAA or other authorized agency (if any) to carryout work locally.
- ii) For provisions wherever required, power outlets with requisite power for all network devices, equipment and devices at all locations. Ensuring suitable conditioned power with earthing as per the standards along with air conditioner (AC) wherever required.
- iii) For managing the operations of the network, requirement of space for IT /NOC control room/ server room.
- iv) Availability of Internet connectivity & requisite Internet from LBSNAA via NKN, BSNL or otherwise.
- v) For all necessary permissions regarding the digging/trenching, cable laying, installation, allocation of rack space, etc. and liaisoning with the local authorities.
- vi) As per requirement to carry out work at site, the successful bidder/ SI will coordinate with ERNET India / LBSNAA for any/ all documents, permissions, road permits, clearances, support, space, secure space for storing the items at the time of supply of items, etc. needed for smooth execution of the project.
- vii) For receipt and safe keeping of the equipment, goods, material, etc. at LBSNAA, Mussoorie campus.

2. Scope of Work

2.1 Purchaser intends to select a bidder which will carry out the work at user site and will be responsible for total system integration and execution of work/ project to make the network fully functional. The brief of network design of LBSNAA, Mussoorie campus is given below, however it may vary as per requirements and bidder shall comply to requirements.

- i.) The Wi-Fi Enabled Campus Network will be implemented in around 46 Departments / Buildings of LBSNAA, Mussoorie campus considering the Geographical spread of campus, size & floors of buildings, departments, etc. in the campus.

- ii.) The network will be based on the delta architecture at the core layer forming a distributed star topology. There will be consolidation points in the network where the links from the buildings will terminate. There will be a Core location (i.e., location of Core switch), five to eight Zonal/ Distribution Locations (i.e., location of Zonal/ Distribution Switches), and End locations referred as Access Locations (i.e. location of Access Switches). The Access Locations will connect to the respective Zonal / Distribution location (depending on the Geographical positions) and the Zonal/ Distribution locations will connect back to the Central location i.e. Core location. The architecture shall provide redundancy at Core switch location.
- iii.) The switches have been categorized in three types (i.e. Core Switch, Zonal/ Distribution Switch and Access Switch), depending on the usage in the network. Accordingly, the Core switch will be the Central switch. There will be five (05) to eight (08) Zones in the campus with Zonal/ Distribution switch. Access switches will be installed in the buildings, departments. The WAPs (Wireless Access Points) will be connected with Access Switches. The Core and the Zonal/ Distribution switches would provide Layer-2/3 functionality whereas the Access switches will support Layer 2 functionality.
- iv.) The Wi-Fi Network configuration will be Centralized Controller (WLC) based architecture which will be in High Availability (1:1). The Wireless Access Points (WAPs) will register on the Controller (WLC) and provide the requisite connectivity to the users after due authentication. It would also detect any rogue or unauthorized WAPs in the network. The WAPs would get the power and data through PoE Access Switches.
- v.) Structured cabling guidelines will be required to be followed to lay passive cabling within all the blocks, floors, buildings, departments, etc. of LBSNAA, Mussoorie Campus. This will connect Wireless Access points & other devices to the Network. Fiber optic cable will be used to connect Departments, Buildings of LBSNAA, Mussoorie campus.

Note to Visit User Site:

Before submission of bid; prospective bidders who desires to visit the LBSNAA, Mussoorie Campus to see their existing network, buildings, departments, area, etc., from the perspective to understand the scope of work; they may visit during any working day (Monday to Friday excluding holidays) prior to the bid submission date. For visit they may send a written request at least 3 days prior to bid submission date over e-mail (to the contact person/ official given at Section-I of this tender) and with the approval from ERNET India, New Delhi; they may visit the campus.

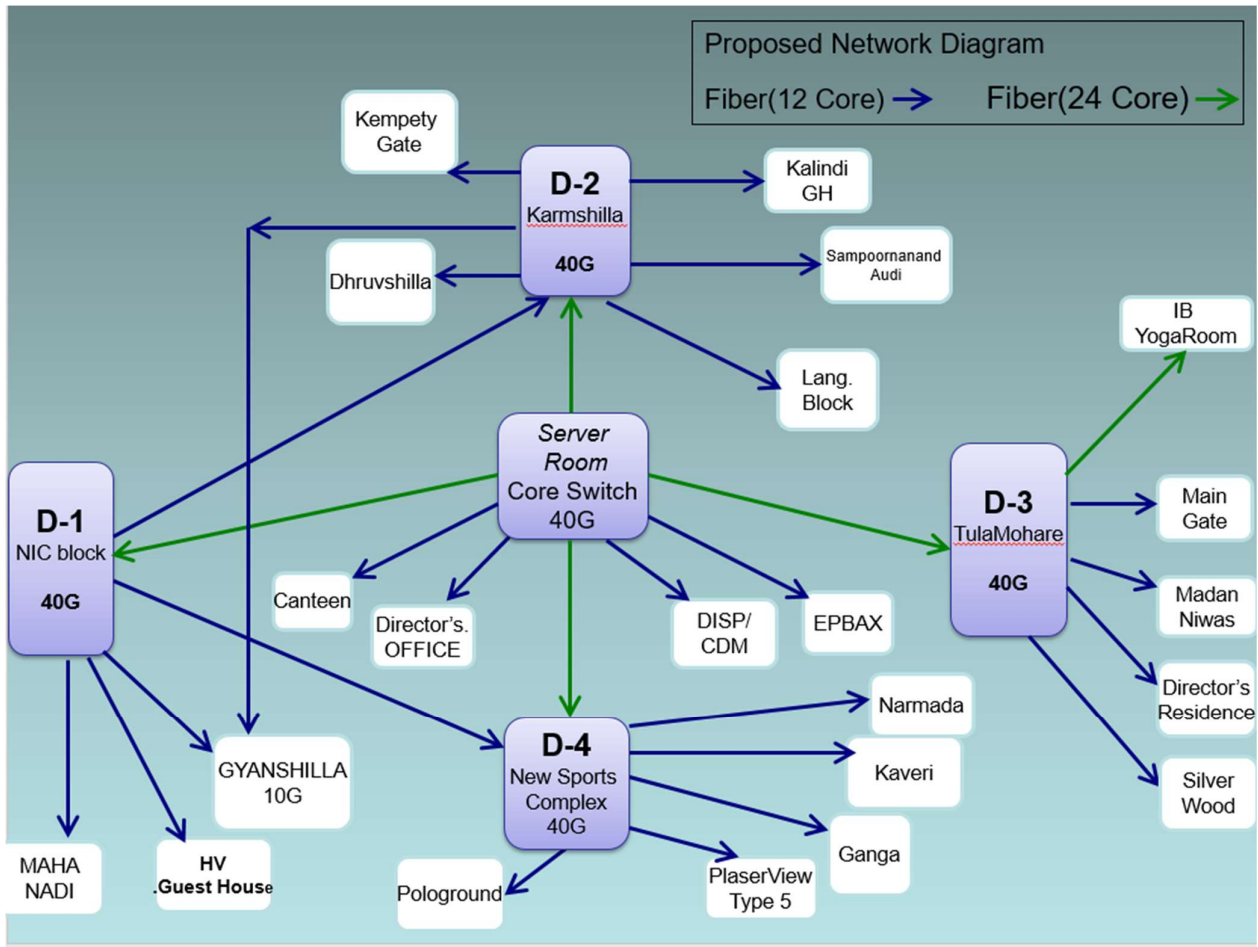
- 2.2 The bidder will supply the items as mentioned in the Bill of Material to setup/ upgrade Wi-Fi Enabled Campus Network at user site. The user site has around 46 buildings, departments which shall be networked under the scope of this tender. The passive cabling / networking related work for enabling Wi-Fi for entire campus, building to building fiber connectivity, etc. is in the scope of this tender.
- 2.3 The bidder will try to maximum utilize the already existing Optical Fiber Cable (OFC) and lay new OFC wherever required to provision Wi-Fi access and reuse the products/ items available at user site to the maximum possible extent subject to its functionality & permissibility. The availability of networking communication items (both active and passive) available and in use in the existing Wi-Fi campus network setup of LBSNAA Mussoorie shall be worked out / list out by the successful bidder during the Detailed Site Survey in coordination with ERNET India and LBSNAA Mussoorie and accordingly successful bidder may propose their best use in upgradation/ revamping of Wi-Fi campus Network of LBSNAA Mussoorie.
- 2.4 The successful bidder /SI will carry out the Detailed Site Surveys which includes preparation of the drawings, laying & cable route plans, rack locations, node placement, Wi-Fi access points

placement, etc. for setting up / upgradation of Wi-Fi Enabled Campus Network infrastructure in consultation with ERNET India/ end user.

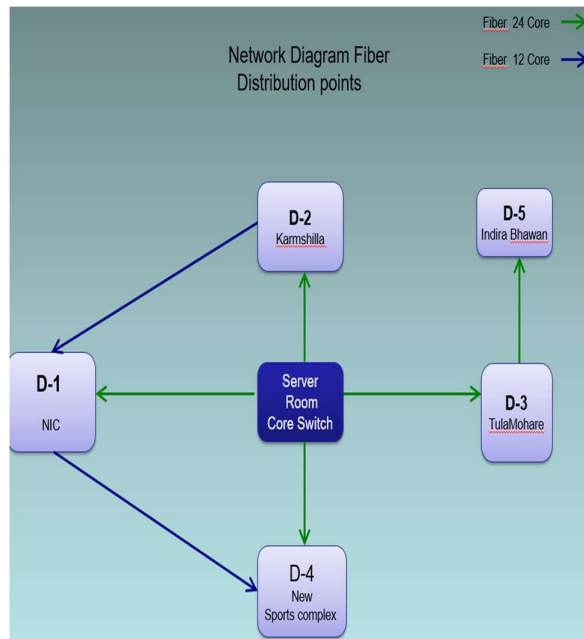
- 2.5 The successful bidder / SI will design, supply, install, commission, integrate and perform maintenance of Wi-Fi enabled Campus Network as per requirement in conformity with Bill of Material given at **Section-VI** (including any subset of items & quantities), Technical Specifications of items given at **Section-VI** and terms & conditions mentioned in the tender. The bidder will ensure to install the supplied items and make it operational on the network. The bidder will ensure to setup Wi-Fi enabled campus network at user site and will ensure full functionality and availability of Wi-Fi network access in the entire campus of user site using the bill of material mentioned in the tender. The bidder shall also provide On-Site Comprehensive free warranty of all supplied items for a period of **three (03) years** from the date of successful supply of all items and acceptance of work. The bidder shall also be responsible to provide maintenance (On-Site Comprehensive AMC services) of all supplied items and work at user site for a period of **two (02) years** (after completion of warranty period of **three years**) on the request of ERNET India and as per the requirement of ERNET India and/ or end user.
- 2.6 The successful bidder / SI shall deliver and implement the technologies in conjunction with a set of best practices guidelines & industry standards.
- 2.7 The successful bidder / SI will ensure smooth integration of the offered items with any existing items /Network at User site/locations specified in the purchase order.
- 2.8 The successful bidder / SI will provide User-Manual and training manual to end user and ERNET India detailing operations/ maintenance of supplied items and provide onsite user level training at the time of installation.
- 2.9 The successful bidder / SI shall submit detailed work/project plan (Detailed Site Survey Report) after consultation with end user and ERNET India within **Three week (03)** from the date of issuance of Purchase Order/ Work Order.
- 2.10 The successful bidder / SI has to ensure that during the execution of the work/project they do not damage and/or disrupt the existing services under and above (i.e. user location) the ground.
- 2.11 The successful bidder / SI has to comply with the standard security policies, policies of ERNET India and End-user and non- disclosure agreement.
- 2.12 The methodology of conduiting & cabling and installation work, to be adopted, has to ensure minimum damage to the existing finish and no loss to the aesthetic beauty of the floors & walls. Any damage to the existing flooring, walls etc. shall be made good to maximum possible extent by the SI.
- 2.13 The successful bidder / SI shall organize onsite Technical Training about the Wi-Fi Campus Network and the products/items offered under this tender after completion of setting up of W-Fi Enabled Campus Network at the user site. The training will be provided on no additional cost for a batch of 10-15 people for Four (04) days at the place of installation/user(s) site. All the training material will be provided by the bidder in advance to ERNET India's user and its one copy shall also be provided at ERNET India HQ.
- 2.14 The bidder / System Integrator will ensure the availability of services from professionally qualified team during implementation of the project/work and to provide the required onsite warranty for a minimum period of three (03) years & thereafter onsite comprehensive maintenance services for a period of two (02) years.
- 2.15 The bidder will be liable for any hardware repair/ replacement and software up-gradation for

maintenance without any extra cost during warranty and maintenance period.

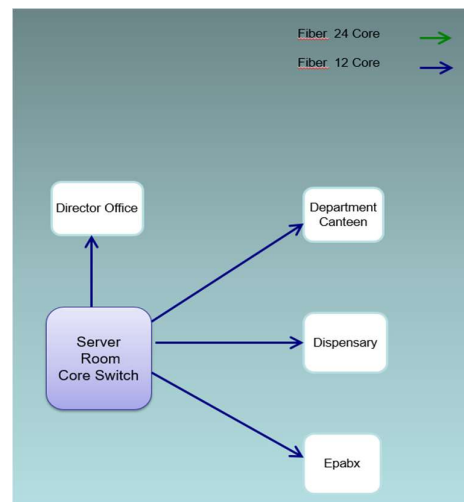
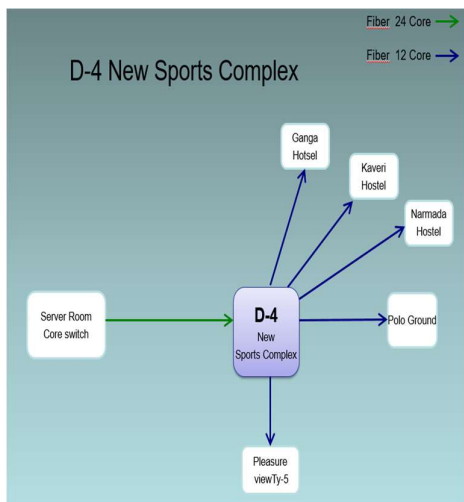
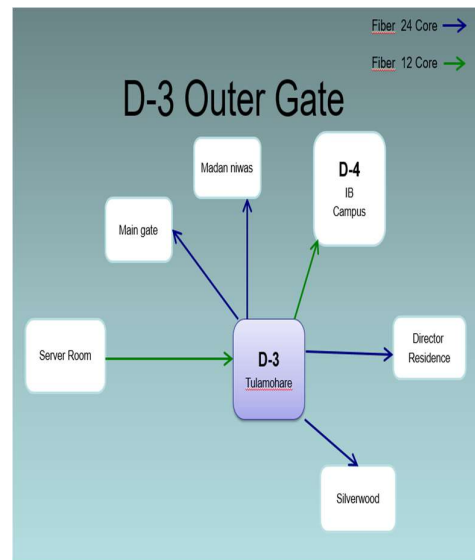
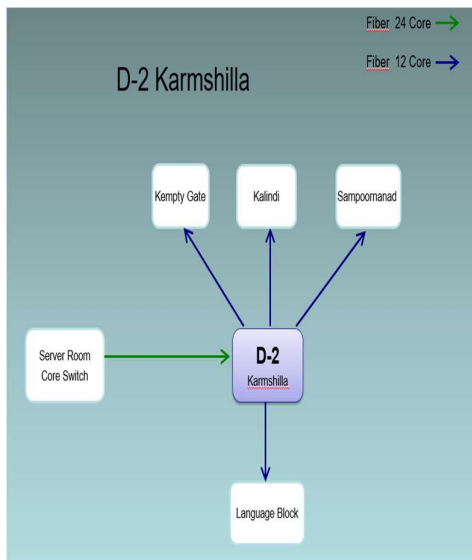
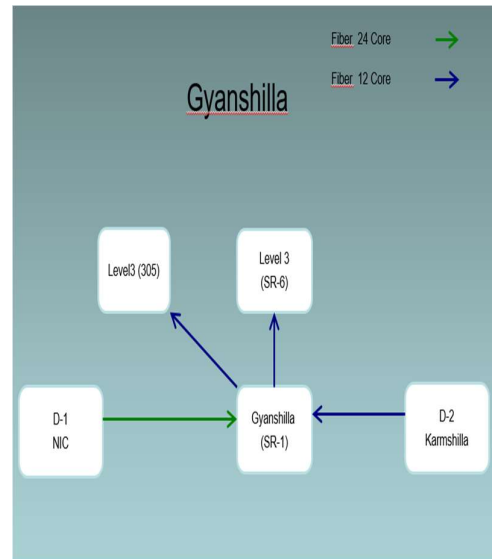
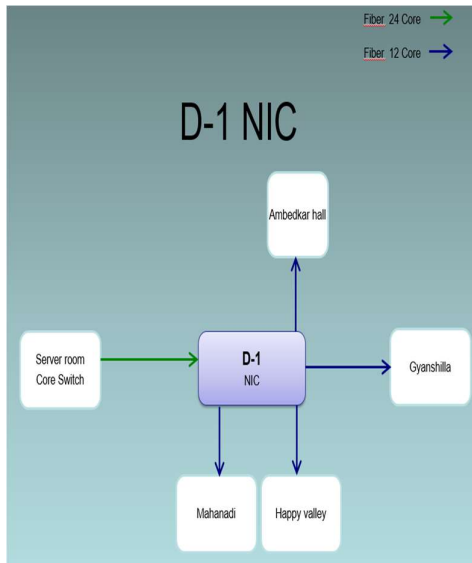
- 2.16 After setting up Wi-Fi Enabled Campus Network at user site, the SI shall provide detailed diagram, drawings & documentation of the work/ project to End user and ERNET India. In this regard, the bidder shall also obtain a certificate from the End user, stating that the above documents (diagrams, drawings, documentation, etc) have been given to the user to their satisfaction. This certificate shall be submitted to ERNET India along with the bills.
- 2.17 For setting up Wi-Fi enabled campus network at site, the SI will coordinate to arrange all necessary clearances, road permits, permissions etc. from Govt., local authorities, etc. for execution of the project. However, user/ ERNET India will provide letter on their letter head required to the bidder in arranging and coordinating the same. The user/ ERNET India will coordinate with internal staff and department of user site and help the bidder to carry out the work within the campus site smoothly. Any site related requirement shall be informed by the bidder to ERNET India and user within 21 days from the issuance of purchase order by ERNET India.
- 2.18 The SI shall be responsible for creating the Network architecture based on Open standards that is independent of any proprietary hardware, software, service provider, etc.;
- 2.19 SI shall supervise the validation, testing, installation & commissioning of the work till its final completion and acceptance by ERNET India. The successful installation & commissioning of the work would be verified jointly by the team of SI, ERNET India and LBSNAA.
- 2.20 SI shall be responsible for coordination with LBSNAA for receipt and safe keeping of the equipments, goods, material, etc. delivered, installed and commissioned under the work/ project.
- 2.21 All supplied active items shall be provided power from the regulated UPS power supply and shall be connected with earthing. The regulated UPS power and electrical power points with proper earthing voltage at locations of equipment for installation of equipment, IT Infrastructure etc. will be facilitated by LBSNAA, Mussoorie with appropriate dust free & air-conditioned environment for equipment. In case of non-availability of regulated power supply from UPS, Proper Earthing and Air conditioning at user site required for the supplied items, the same shall be informed on immediate basis to LBSNAA Mussoorie / end user and ERNET India.
- 2.22 **Earthing at the site:**
- The bidder shall connect all supplied items with earthing for their protection from any damage due to power fluctuations and for their good functionality. The earthing at the place of equipment installation will be provided by End user/ LBSNAA Mussoorie. However, bidder shall ensure that provided earthing is in good condition, else same may be informed to End user and ERNET India. During preventive maintenance / regular maintenance, bidder shall also check that all supplied items are well connected with good earthing.
- 2.23 The **Tentative Diagram** of the proposed backbone physical connectivity to be revamped / upgraded at LBSNAA, Mussoorie campus is given below:



(Figure-2)- Overall proposed network diagram



(Figure-3)- Fiber Distribution points



(Figure-3.1)- Extended Fiber Distribution points

- 2.24 The SI may be asked to demonstrate the offered item (s) during the Technical Evaluation of bids at any site in India or at ERNET India.
- 2.25 The bidder should be able to provide warranty and maintenance services for all the items supplied and used by bidder to setup Wi-Fi enabled Campus Network at user site in conformity with the Service Level Agreement (SLA) and other terms as defined in this tender.
- 2.26 All offered & supplied items should support seamless inter-operability among them. There should be no compatibility issue among the supplied and installed items. All offered items should be as per IEEE/ITU standards.
- 2.27 All wireless item's specifications are subject to Government of India Guidelines and any frequency, transmission power, antenna gain, etc. shall be in conformity with the Rules & Guidelines of Govt. of India.
- 2.28 The SI shall provide a mechanism/solution in real-time mode for SLA enforcement regarding uptime of Services along with flexibility to generate report on hourly/daily/weekly/ monthly/ specified date range. The solution shall provide real-time access to logs of active networking components /items.
- 2.29 All supporting documents must be furnished. The SI shall provide dependency documentations (if any) for the solution usage along with the proposed solution for preparedness.

2.30 Detailed Project/Work Plan

- 1) The SI shall be responsible for the preparation of detailed Project / Work Plan to execute the awarded works. The plan shall address, at the minimum, the following:
 - a) Organize all set of activities for executing the Project/ Work successfully meeting all terms of tender and the interdependencies between them.
 - b) Resource deployment plan.
 - c) Resource assignments and responsibilities to various tasks.
 - d) Associated risks to be highlighted.
 - e) Project/ Work deadlines to be identified and performance objectives measured against various deadlines.
 - f) During the Project/ Work implementation, the SI shall report to Purchaser, on following items:
 - i. Results accomplished during the period on regular basis.
 - ii. Cumulative deviations to date from the schedule as specified in the finalized Project/ Work Plan.
 - iii. Corrective actions to be taken to return to planned schedule of progress.
 - iv. Proposed revision to planned schedule provided such revision is necessitated by reasons beyond the control of SI.
 - v. Other issues and outstanding problems, and actions proposed to be taken.
- 2) The successful bidder / SI shall be responsible for implementing and maintaining the entire Wi-Fi solution for Purchaser/ End user. The solution involves configuration, integration, network & security features/components with minimal downtime, while ensuring business runs as usual. The SI shall ensure that all the features, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to devices, components, accessories, software, licenses, add-ons, tools, etc., over and above what has been specified in the tender shall also be provisioned according to the requirements of the solution.
- 3) The SI shall be also responsible for activities including, but not limited to, the following:

- i. Set-up of project management office (PMO) as required at their end or if required at ERNET and User end.
 - ii. SI obliged to provide the detailed project plan including key project activities and milestones monitoring and updates which needs to be share with Purchaser.
 - iii. Project progress status, monitoring, reporting including Performance, tender terms compliance with SLA compliance,
- 4) The bid should include OEM professional services for the successful implementation of project. The OEM professional services shall include but not limited to solution architecture, design, installation, preparation of acceptance test plan & procedure with expected results and end user training leading to OEM Certification. The above activities should be jointly done by the Contractor/ bidder and the OEM, as per the best security practices for the final acceptance
- 5) Escalation Matrix: The successful bidder / SI shall define and submit an escalation matrix for handling issues, security risks, incidents and any faults in the network. The escalation matrix shall clearly define the following:
- i. Escalation team members and their roles and responsibilities within the escalation matrix.
 - ii. Identify and define risk and severity levels for reporting and action.
 - iii. Update escalation matrix on need basis in case there are changes to team member roles.

2.31 Acceptance Testing

The final acceptance shall cover 100% of the Project Work, after successful testing by the Purchaser and/ or its PMU and/ or its end user; a **Final Acceptance Test Certificate (FAT)** shall be issued by the Purchaser.

Prerequisite for Carrying out FAT activity:

1. Detailed test plan shall be developed by the successful bidder and approved by Purchaser. This shall be submitted by SI before FAT activity to be carried out.
2. All documentation related to the project and relevant acceptance test document (including IT Components, non-IT Components etc.) should be completed & submitted before the final acceptance test to the Purchaser.
3. The training requirements as mentioned should be completed before the final acceptance test.
4. For both IT & Non-IT equipment's / software manuals / brochures / Data Sheets / USB/ CD / DVD / media for all the project supplied components.

The FAT shall include the following:

1. Availability of all the defined Wi-Fi services and solution shall be verified.
2. The SI shall be required to demonstrate all the features as mentioned in the tender.
3. The SI shall arrange the test equipment required for performance verification and will also provide documented test results.
4. The successful bidder / SI shall be responsible for the security audit of established solution to be carried out by a certified third party as agreed by Purchaser.

Any delay by the SI in the Final Acceptance Testing shall render him liable to the imposition of appropriate Penalties. However, delays identified beyond the control of SI shall be considered appropriately and as per mutual agreement between Purchaser and SI. In the event the SI is not able to complete the installation due to non-availability of internet from the internet service providers, the Supplier and Purchaser may mutually agree to redefine the Network so the SI can complete installation and conduct the Final Acceptance Test within the specified time.

The overall responsibility of meeting all tender terms shall be with SI.

2.32 Helpdesk Support

- i. The successful bidder / SI shall provide all telephone and e-mail-based helpdesk support options to Purchaser and its users to log their concerns, complaints, issues, etc. Based on the issue, the bidder / SI may log the issue and follow-up with OEM's, if required, but point of contact shall be helpdesk. The Help Desk team shall be bilingual (English and Hindi).
- ii. The executives in help desk shall resolve any technical issues related to all features of Wi-Fi solution. Required tools and infrastructures for operating helpdesk shall be with SI. The Helpdesk shall be in India. The SI will ensure the 100% availability of tools and required licenses to cater for 100% service capacity at the time of going live. The SI shall provide helpdesk support through implementation of respective tools and technologies and shall provide qualified manpower for 24x7 helpdesk operations.
- iii. SI need to provide real-time dashboard for all the queries received along with resolution time as well as status of unresolved queries. Purchaser holds the right to audit the SI's helpdesk functioning and may suggest improvement areas which to be complied by SI during contract duration, warranty period, AMC period. Dashboard access to be provided to officials from the purchaser and the same dashboard will be used for SLA monitoring. Availability of dashboard will be criteria for go-live. SI needs to get sign off from purchaser/users for the specification of dashboard before configuring.
 - Availability of Office: An office of the successful bidder or OEM must be located in the state of Consignee or NCR.
 - Dedicated /toll Free Telephone No. for Service Support: Successful bidder/ OEM must have Dedicated/toll Free Telephone No. for Service Support.
 - Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
- iv. **Technical Assistance Center (TAC) support should be directly from OEM**
 - All Networking equipment(s), all the Subscription licenses and Direct OEM support (24x7 TAC and NBD device replacement) to be provided for asked warranty period.

2.33 Training and Capacity Building:

On site handholding / training along with training material to the officials of LBSNAA to carry out the first level maintenance activities and operations of the network as per the tender terms.

ERNET India at its sole discretion may ask successful bidder / SI to depute resident engineers for some time, who will provide training to the officials of LBSNAA to carry out the first level operations and maintenance activities and operations of the network.

2.34 Delivery Period

The complete supply of all items ordered by ERNET India through Purchase Order (s) for "Revamping / Upgradation of Existing Wi-Fi Network of LBSNAA, Mussoorie" should be completed in all respect (by meeting all terms & conditions of the tender, work, PO) **within Six Months (06)** from the date of issuance of Purchase Order by ERNET India. The successful bidder shall also submit detailed Site Survey Report to ERNET India within **Three (03) weeks** from the date of issuance of Purchase Order by ERNET India.

Any delay by the bidder in the performance of supply of items shall render the bidder liable to any or all of the following sanctions-forfeiture of its i) Performance Security as **per section-III, clause-4, Sr. 4.7** ii) imposition of liquidated damage as per **section-IV** of tender and/or iii)

cancellation of the Purchase Order for default.

All items will be directly supplied at the site. All the expenses involved in shipping the items to the user site will be borne by the bidder. All aspects of safety and security of items up to delivery, installation, commissioning and acceptance of the network shall be the exclusive responsibility of the bidder. ERNET India will have the right to reject the items supplied, if it does not comply with the specifications at any point of installation, inspections, acceptance and warranty period.

2.35 Manpower

For the project/ work, it is imperative that the SI must have team of best of class professionals to ensure successful execution of the project/ works as per the requirement. The SI shall assign required manpower resources who will be working on the successful execution of the project/ work. SI needs to have capable skilled manpower in sufficient numbers, capable of supporting the functioning of the project/ works in a manner desired by Purchaser/user department, adhere to the SLA and Scope of work.

2.36 Periodic Reviews

During the contract period/ PO period, periodic review of the progress of the awarded work shall be done at least on weekly basis OR as per requirement till its successful completion at ERNET India HQ, New Delhi and at LBSNAA (on requirement basis). During this review, bidder shall inform the progress of the awarded work to complete the work.

3. Service Level Agreement (SLA)

3.1 The successful bidder / SI shall comply with service levels in providing the services during its service & engagement period. SLA reports need to be monitored and delivered/provided to the end user i.e. LBSNAA, Mussoorie and ERNET India by SI. SLA is to be monitored using SLA monitoring tool to be brought in by the SI and should be capable of monitoring and reporting SLA of Wi-Fi services on all parameters including but not limited to the details furnished in this section.

3.2 The Terms of the Service Level Agreement would be as under:

- i) All the supplied hardware/software should be under **three (03) years** on site free comprehensive warranty plus two years on-site comprehensive Annual Maintenance Contract (if awarded)
- ii) After commissioning & acceptance of the Wi-Fi Enabled Campus Network; during warranty & AMC period, the bidder shall be responsible for the uptime of all item (s) and shall conform with SLA of maintaining the Wi-Fi Enabled Campus Network setup fully functional for 98% uptime on 24x7 basis round the year. The uptime will be calculated over a six (6) monthly time frame. SI shall provide all documents in support of it.
- iii) The permissible downtime of 2% will further be subject to maximum downtime of 36 hours at a stretch at any instance. In case the same exceeds 36 hours at a stretch then penalty clause at **Section IV Sr. 3.3 below will be enforced**. The same penalty clause will also be enforced in case the downtime exceeds the permissible total downtime as stated above in this clause
- iv) Bidder should provide a satisfactory certificate duly signed and stamped by the user at the end of each six (6) month failing which balance payment will not be released till then.

3.3 Penalty clause for non-conformance to above SLA:

- i) For critical items namely Core Switch, Distribution Switch, Access Switch, Wireless LAN Controller/ WLC, NGFW, EMS and Server (with OS): ERNET India may deduct Rs. 2000/-

from the due payments or recover from Performance Security submitted by the bidder as the case may be for every 1 hours of down time of an item at a stretch or in part up to total down time of 10 hours. This down time shall be calculated over and above the total hours of downtime permissible. Beyond 10 hours of down time, ERNET India may deduct Rs. 4000/- from the due payments or recover from Bank Guarantee as the case may be for every 1 hour of down time of an item at stretch or in parts.

- ii) For non-critical components namely Wi-Fi Access Points, etc.: ERNET India may deduct Rs.500/- from the due payments or recover from Bank Guarantee as the case may be for every 1 hours of down time at a stretch of an item or in part up to total down time of 10 hours. This down time shall be calculated over and above the total hours of downtime permissible. Beyond 10 hours of down time, ERNET India may deduct Rs. 1000/- from the due payments or recover from Performance Security submitted by the bidder as the case may be for every 1 hour of down time of an item at stretch or in parts.
- iii) The Downtime of the equipment starts from the time end users (i.e. LBSNAA Mussoorie) / ERNET India's complaint is logged in at the bidder Help Desk/ contact details/ address as provided by the SI for escalating complaints. Any delay in this shall be excluded from the availability calculations. The complaint can be logged during working hours (9.00 AM - 6.00 PM on all working days, excluding Sundays & National Holidays). Any delay in escalating a complaint shall be excluded from the availability calculations.
- iv) In any case, if the item (s) as well as Wi-Fi enabled Campus Network is not made operational for 08 days from the time of reporting of fault to the bidder by ERNET India or by the user, the Performance Security submitted by the bidder to ERNET India may be invoked/encashed, which is at the full discretion of ERNET India. Any payments (payable to bidder) shall not be paid too & will be adjusted as penalty. This may be deemed to be an event of default and ERNET India may terminate the contract and this will be at the full discretion of ERNET India.

4. Warranty & Annual Maintenance Contract (AMC)

- i) All warranty and AMC shall be on-site comprehensive basis and shall be provided at the user site / specified locations of supplied items / work.
- ii) The warranty and AMC services shall include free on-site comprehensive maintenance of all supplied items and good functionality of entire Wi-Fi enabled Campus Network setup by the bidder at user site. It will include free repair/ replacement of faulty, damaged and non-functional parts, items etc, free software upgrades, updates and renewals. The defects, faults, problems, etc if any shall be attended to on immediate basis but in no case any defect, fault, problem, etc should prolong for more than 24 hours.
- iii) The On-Site Comprehensive Warranty shall be for a minimum period of Three (03) Years of all supplied items (both active items and passive items) from the date of acceptance of the 'Wi-Fi enabled campus network setup up by the bidder at user site of ERNET India.

Additionally, all passive items mentioned in **Section – VI (Bill of Material)** of tender shall also remain under normal warranty for additional two years after 3 years of on-site comprehensive warranty (i.e. all passive items will be under on-site comprehensive warranty for initial 3 years period from the date of acceptance and thereafter will be under normal warranty for another 2 years).

- iv) The bidders are also required to quote for On-Site Comprehensive Annual Maintenance Services (AMC) for **Two (02) Years** on annual basis after completion of warranty period. The separate Purchase Order may be issued for AMC on annual / half yearly after completion of warranty period, at the discretion of ERNET India. ERNET India shall also have the right to purchase the AMC for

- any part period of the year on amount calculated on pro-rata basis. ERNET India shall also have the right to purchase the AMC for the few selected items.
- v) The comprehensive AMC shall include onsite maintenance support with six monthly preventive maintenance of the item (s) supplied by bidder, free replacement of faulty parts, items and free software upgrades, updates, renewals. The bids received without quotes for on-site comprehensive AMC shall be out rightly rejected. The Two (02) years AMC cost will also be taken into account for commercial evaluation of bids.
 - vi) The bidder will ensure Back to Back warranty and AMC support from OEM and ERNET India may verify it as its own discretion.
 - vii) The AMC services may be purchased directly by ERNET India and/or LBSNAA Mussoorie.

5. Project handover Plan

The successful bidder / SI shall provide ERNET India or its nominated Contractor/System Integrator with a recommended Handover plan ("HO Plan") which shall deal with at least the following aspects of Handover:

- i.) A detailed program of the transfer process that could be used in conjunction with a Replacement Contractor (if any) including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- ii.) Plans for provision of contingent support to ERNET India and New Contractor (if any) for a reasonable period after transfer.
- iii.) The successful bidder/ SI shall ensure that no downtime of services is attributed due to handover activities. The handover should include but not limited to:
 - a. Process, Policies, Passwords & Guidelines
 - b. Inventory & Assets details (IT, Non-IT and Utilities)
 - c. Operations, Maintenance and Management of responsibilities
 - d. Data Privacy & Security responsibilities (if any)
- iv.) System Integrator / Contractor must ensure to prepare the detailed handover plan and submit it to ERNET India within 04 months of acceptance of the work/ project. The handover plan will be reviewed by ERNET India and shall be mutually agreed with Contractor. The handover plan must consider the documentation of following aspects (the below is just an indicative list):
 - a. Standard Operating Procedures for various planned processes and operations
 - b. Current Operating policies, Incident Management
 - c. Physical security controls.
 - d. Schedule and scope of various audits
 - e. Low Level Design Document and High Level Design documentation with network topology
 - f. Acceptance Test Plan
 - g. Asset and Inventory Checklist
 - h. Best Practices followed
 - i. Help desk reports
 - j. Knowledge transfer, operations transfer during exit
 - k. Any other activity required to execute systematic handover.
- v.) The Contractor shall update the Handover Plan regularly in consultation with ERNET India thereafter to ensure that it is kept relevant and up to date.

- vi.) In the event of termination or expiry of contract, each Party shall comply with the Handover Plan.
- vii.) Handover plan will be initiated a quarter before the expiry of contract.
- viii.) ERNET India at its discretion may extend the transition period if deemed necessary.

6. Payment Terms

i) For supply, installation and acceptance of items:

- a) The 88% payment shall be made by ERNET India after satisfactory completion of installation, commissioning, testing and acceptance of the Wi-Fi enabled campus network at user site and completion of work. The payment shall be released on receipt of pre-receipted bill in duplicate and subject to submission of Performance Security and Acceptance Certificate from user and ERNET India for successful completion of entire project work. The payment will be released on receipt of pre-receipted bill in duplicate and subject to submission of Performance Security in conformity with Sr. 4.7 of section-III.

The balance 12% payment may be made by ERNET India in three (3) equal installments on yearly basis (after deducting penalties, if any) during the warranty period (of 3 years) upon successful completion of warranty period every year. This 12% payment (in three equal installments) may be released on completion of each year warranty period and submission of certificate in respect of satisfactory completion of warranty period from end user.

- b) ERNET India may give an option to contractor to claim balance 12% payment against submission of Bank Guarantee. If this option is given by ERNET India and the same is accepted by Contractor/ bidder, then the contractor/bidder shall submit Bank Guarantee (BG) for:

- 12% value, with the validity till completion of warranty period + Three (3) months of claim period, or
- Three (03) Bank Guarantees of 4% each (as reduced by the payment (s) already made w.r.t warranty and maintenance support) valid for One year (1st year warranty), Two year (2nd year warranty) and Three years (3rd year warranty) from the date of acceptance of the network/ start of warranty + 3 months of claim period. These three BGs are liable to be extended to cover complete 1st year, 2nd year and 3rd year warranty periods respectively.
- Bank Guarantee formats to be signed by the contractor/ bidder in this respect will be given to contractor at the time of exercising this option.
- BG would be taken to secure the payment of balance 12% (over & above 88% payment) released to the contractor/ bidder and the same would be liable to be invoked in case of defaults and breach of contract/ Termination of Contract/ Non-satisfactory warranty services.

- c) The payments for passive items will be made as per actual installed and consumed quantities at site and within the overall Purchase Order (PO) value of Passive components. In case, there is variation on higher side in passive items of upto 2% of PO value then no extra payment will be made. In case variation in passive items is expected to exceed 2% from the quantity mentioned in the Purchase Order, then a written communication in this regard need to be sent to ERNET India and its prior approval shall be taken by the bidder from ERNET India.

ii) For Resident / Network / Desktop Engineers:

- Payment will be released after successful completion of 6 months of their tenure period of Resident / Network / Desktop Engineers at site locations. However, SI shall ensure payment to Resident / Network / Desktop Engineers on monthly basis.

iii) Regarding payment of AMC charges:

- It will be paid after completion of maintenance period for which PO is awarded or after

completion of every six monthly period, whichever be minimum, subject to submission of its bills to ERNET India, subject to the clauses of SLA and subject to the submission of Performance Security in conformity with Sr. 4.7 of section-III.

iv) Following will also be applicable in respect of payment terms:

- a) No claim for interest will be entertained by ERNET India in respect of any payment which will be held with ERNET India due to dispute between ERNET India and bidder or due to administrative delay for the reasons beyond the control of ERNET India. All taxes as per rules applicable by Govt. of India from time to time will be deducted from all payments made by ERNET India. Payments to the bidder shall be made through EFT only. The bidder shall provide necessary information, documents for receipt of payment through EFT. Payment will be made after deductions of all penalties, if any.
- b) Keeping in view the fact that project is sponsored by Central Govt. / Ministries / Department under Central Govt.; therefore, if bidder fails to complete the work within stipulated timelines and/or unable to submit the invoices within stipulated time, and if funds gets lapsed/needs to be remitted back due to administrative reasons; then in such a case bidder/ contractor may get the payment after release of funds without any claim of interest on delayed payment.
- c) Submission of following documents at the time of claiming payment:
 - Original GST compliant invoice in duplicate containing GST number of ERNET India (07AAATE0202A2ZS).
 - Duly signed & stamped acceptance report from respective sites.
 - Acknowledgement from site regarding submission of detailed diagram/drawings & documentation of the project to the respective site.
 - A letter containing details w.r.t date of acceptance, start of warranty, date of imparting of on-site training to the officials of user on operations, maintenance and basic troubleshooting of network, helpdesk number & email, etc.
 - Any other document as specified in the tender document and/or demanded by ERNET India.
- d) All Taxes as per rules applicable by Govt. of India from time to time will be deducted from all payments made by ERNET India.
- e) Payment will be made after all deductions (SLA Penalty, TDS, GST etc).

7. Inspection of Site and Sufficiency of Tender

SI is expected to work out their own rates based on the detailed description of scope of work, the specifications, features, terms, SLA conditions, training, etc. mentioned in the tender and should judiciously arrive at the commercials. The SI shall be deemed to have satisfied itself before bid submission as to the correctness and sufficiency of its bid in line to the Tender. The rates and prices quoted shall cover all its obligations under the contract necessary for proper completion and maintenance of the Works and Services. The bidder must conduct its own investigation and analysis regarding any information contained in the tender document and the meaning and impact of that information.

8. Indemnity

The selected bidder(s) shall indemnify ERNET India, End-users, departments against all third party claims of infringement of patent, trademark, copyright or industrial design rights arising from the use of the supplied items and related services or any part thereof. ERNET India, End-users/ departments shall also stand indemnified from any claims that the bidder's manpower may opt to have towards the discharge of their duties in the fulfillment of the purchase orders. ERNET India/End-users/ departments also stand

indemnified from any compensation arising out of accidental loss of life or injury sustained by the bidder's manpower while discharging their duty towards fulfillment of the contract/ purchase orders. The bidder shall be solely responsible for any damage, loss or injury which may occur to any property or to any person by or arising out of the execution of the works or temporary works or in carrying out of the contract otherwise than due to the matters referred to in this agreement hereinbefore. The bidder would ensure for observance of all labor and other laws applicable in the matter and shall indemnify ERNET India, end users/ its customers against the effect of non-observance of any such laws.

9. Liquidated Damages

The original Supply/ Delivery scheduled / Period may be re-scheduled by ERNET India without any Liquidated damages if such reschedule is warranted due to Force Majeure conditions and also on the ground/reasons of delay attributable to ERNET India. In all other cases, even if any extension is given, the same shall attract LD as given in below sub clause; unless communication by ERNET India granting extension specifies otherwise.

- (i) Liquidated Damages (LD): If the Contractor fails to complete delivery, installation, testing, commissioning, integration, training, acceptance etc. of all the specified items, services, etc. as per the timelines specified in the contract/ tender, then in such a case ERNET India would be entitled to impose the Liquidated Damages for the delay @ 1% of the Purchase Order (PO) value per week or part of the week of delayed period. Liquidated Damages shall not exceed 10% of the respective PO value. In case, delay beyond 10 weeks, ERNET India may initiate termination for default and take remedial action(s).

In case, bidder is unable to submit the Detailed Site Survey Report within three weeks, then PBG and performance security are liable to be en-cashed and PO (s) may be cancelled and other penalties mentioned in the tender may also be imposed.

The amount towards Liquidated Damage would be recovered from the performance security as required and/or the amounts due to bidder. The LD will be imposed only in case the delay is attributable to the bidder.

- (ii) ERNET India will serve a notice duly accompanied by a preliminary calculation sheet to the contractor against whom levy of LD is proposed. In case the contractor is not satisfied/ agree with
- a. the reason/grounds for which levying of LD is proposed and, OR
 - b. method of calculation of amount of LD.

then Contractor may submit a representation to ERNET India within the stipulated timeline (as indicated in the notice i.e. 15 days) clearly mentioning his claims, ground of such claims etc. along with all the documents (self-certified) supporting his claims. The decision of competent authority of ERNET India shall be final and binding in this matter.

- (iii) Waiver from LD may be considered only if the contractor submits a written representation to ERNET India within the stipulated time (as indicated in the notice i.e. 15 days) on receipt of such notice of imposition of LD issued by ERNET India. Decision of ERNET India in the matter shall be final and binding.

10. Force majeure

- i) ERNET India may grant an extension of time limit set for the completion of the work in case the timely completion of the work is delayed by force majeure beyond the bidder's control, subject to what is stated in the following sub paragraphs and the procedures detailed therein are being followed. Force majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, tsunami, heavy snow, etc.), the direct and indirect consequences of wars (declared or un-declared), national emergencies, epidemics, quarantine restrictions, civil commotions, strikes

(only those strikes which exceed a duration of ten continuous days). The successful Bidder's right to an extension of the time limit for completion of the work in above mentioned cases, is subject to the following procedures:

- a. That within 15 days after the occurrence of a case of force majeure but before the expiry of the stipulated date of completion, the bidder informs ERNET India in writing that the bidder considers themselves entitled to an extension of the time limit.
 - b. That the successful bidder produces evidence of the date of occurrence and the duration of the force majeure in an adequate manner by means of documents drawn up by responsible authorities.
- ii) Apart from the extension of the time limit, force majeure does not entitle the successful bidder to any relaxation or to any compensation of damage or loss suffered.

11. Termination for default

- i) Default is said to have occurred
 - a. If the bidder fails to supply and/or install any or all of the items or work within the time period(s) specified in the purchase order, any extension thereof granted by ERNET India.
 - b. If the bidder fails to perform any other obligation(s) under the tender, Purchase Order (PO).
- ii) If the bidder, in either of the above circumstances, does not take remedial steps within a period of 15 days after receipt of the default notice from ERNET India (or takes longer period in spite of what ERNET India may authorize in writing), ERNET India may terminate the purchase order in whole or in part. In addition to above, ERNET India may at its discretion also take the following actions:

ERNET India may procure, upon such terms and in such manner, as it deems appropriate, items similar to the uninstalled items and the defaulting bidder shall be liable to compensate ERNET India for any extra expenditure involved towards items to complete the scope of work in totality through invocation of PBG and/or from any due payment, etc to the bidder and /or from any liable payment, Bank Guarantee with ERNET India of any other contract and tender.

- iii) ERNET India may at its discretion terminate the purchase order by giving 15 days' notice to the bidder, without any compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent.

12. Dispute Resolution Mechanism

Any dispute, controversy or claim arising under, out of or relating to this contract and any subsequent amendments of this contract, including, without limitation, its formation, validity, binding effect, interpretation, performance, breach or termination, as well as non-contractual claims, shall be settled amicably by mutual discussions; failing which and to the extent that, any such dispute, controversy or claim has not been settled pursuant to the mutual discussion within 90 days; then at the option of either of the parties to the contract :

- (i) Disputes having value less than Rs. 10 crore; shall be referred to and finally resolved by arbitration under Arbitration and Conciliation Act, 1996 and administered by the Indian Dispute Resolution Centre under the IDRC Domestic Arbitration Rules, 2019 in force when the Notice of Arbitration is submitted.
- (ii) All other disputes shall be resolved by referring the matter to jurisdiction of Courts; in the State of Delhi.

Note: In case if Bidder is PSE (Public Sector Enterprise) the Dispute resolution mechanism will be as follows:

ERNET India and the contractor shall be resolved amicably by mutual consultations. If such resolution is not possible, then the unresolved dispute or difference shall be resolved by using the Administrative Mechanism for Resolution of Dispute (AMRD) in line with communication No. 332619/338367/LS/2019 dated 28.02.2020 or as amended (if any) issued by the Department of Legal Affairs, Ministry of Law & Justice, Government of India.

13. Applicable Law

- i) The bidder shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings, processing.
- ii) All disputes in this connection shall be settled in Delhi jurisdiction only.
- iii) ERNET India reserves the right to cancel this tender and/or modify the requirement without assigning any reasons. ERNET India will not be under obligation to give clarifications for doing the aforementioned.
- iv) ERNET India also reserves the right to modify, relax any of the terms & conditions & items' technical specs of the tender.
- v) ERNET India, without assigning any further reason can reject any bid(s), tender, in which any prescribed condition(s) is/are found incomplete in any respect.
- vi) ERNET India also reserves the right to award Purchase Order, Works, Supply order on quality, technical basis, which depends on quality, capability of the system and infrastructure of the bidder. The bidder(s) are, therefore, directed to submit the bid carefully along with complete technical features of the products, systems as well as other documents required to access the capability of the bidder.

14. Damage to person and property

The bidder shall (except, if and so far as this agreement provides otherwise), indemnify and keep indemnified ERNET India & it's users against all losses and claims for injuries or damage to any person or property arising out of or in consequence of the works by them and against all claims demands, proceedings, damages, loss charges and excesses whatsoever, in respect of or in relation thereof.

Section V: Pre Qualifications Criteria

1. Pre-Qualification Criteria Evaluation

The bidder / System Integrator (SI) and Original Equipment Manufacturers (OEM) must possess the requisite experience, strength, and capabilities in providing the products and services necessary to meet the requirements as described in the tender document. The SI will be providing products/services and would act as a partner/ System Integrator for ERNET India.

- The bidder / SI must meet the Qualification criteria defined below at **Sr. 1.1 of Section V (SI Pre-Qualification Criteria)** of this tender.
- The Original Equipment Manufacturers (OEM) must meet the Qualification criteria defined below at **Sr. 1.2 of Section V (OEM Pre- Qualification Criteria)** of this tender.
- The bidder / SI can partner with only one OEM for one product. The bidder / SI cannot partner with more than one OEM for single product. OEM coming/participating in the tender as SI will have to qualify the required criteria of both SI and OEM mentioned in the tender.
- All documents provided by the SI, and OEM should be duly signed/counter signed by authorized signatory of the SI.

1.1 Bidder / SI Pre-Qualification criteria

Sr.	Category	Criteria	Documents Required
1.	Legal Entity	<p>Non-MSE and Non-Start up:</p> <p>a) The Bidder should be a registered company in India under Companies Act 1956 as amended from time to time, or partnership registered under the India Partnership Act 1932 / Limited Liability Partnership (LLP) registered under LLP Act, 2008 or a Society constituted under the Societies Registration Act 1860 with their registered office in India and should have been in operation for at least four years as on last date of submission of bid.</p> <p>MSE and Startup:</p> <p>b) Bidders, who are registered as MSE and/or Startup, should have their registered office in India and should have been in operation for at least three years as on last date of submission of bid.</p>	<p>Copy of</p> <p>A. Certificate of incorporation B. GST registration certificate C. PAN D. Office registration certificate or tax receipt</p> <p>In case of MSE and startup, also copy of relevant Certificate confirming the category of items & services as per the requirements of tender should be enclosed.</p>
2.	Similar Work Experience to establish	The SI must enclose relevant copies of purchase orders, scope of work, deliverables, work / project value from any reputed organization/client for similar work/project	i.) One PO/WO of similar kind of work / project of minimum Rs.10 Cr.

	financial eligibility.	<p>completed. The cutoff date of issue of PO/WO shall be from 1.4.2019 to bid submission date.</p> <p>The 'similar work/ project' mean Information Technology (IT) works/ projects including Local Area Network (LAN)/ Wide Area Network (WAN)/ Campus Area Network (CAN)/ Wireless LAN/ IT security/ Data Centre networking.</p>	<p>OR</p> <p>ii.) Two PO/WO of similar kind of work / project of minimum Rs.5 Cr.</p> <p>OR</p> <p>iii.) Three PO/WO of similar kind of work/project of minimum Rs. 4.00 Cr.</p> <p>The five year period will be taken up to 31.03.2024</p>
3.	Financial: Turnover	The SI must have an average annual turnover from India operations of not less than INR 30 Crore in last three audited financial years (FY 2021-22, 2022-23 and 2023-24.	<p>Copy of audited profit & loss account and balance sheet of the Three (03) financial years and copy of certificate from statutory auditor/ CA quantifying the average annual revenue</p> <p><i>Refer Section VIII, Annexure-5</i></p>
4.	Financial: Net Worth	The Net worth of the SI as on 31.03.2024 should be positive.	<p>CA Certificate</p> <p><i>Refer Section VIII, Annexure-6</i></p>
5.	Work experience in laying of LAN / Network/ Wi-Fi/OFC etc.	<p>The SI must have completed at least one LAN / Network Order which have Fibre optical cable, Data Network Switches Layer-3 and had established Wi-Fi Network with Wi-Fi Access Points in any of the last five years for any reputed organization.</p> <p>The five-year period will be taken from 1.4.2019 to bid submission date (which is around six (06) years.</p>	<p>The SI must enclose copy of all of the followings:</p> <p>i) One PO having completed laying of minimum of 4 Km of Fibre optical cable with at least 400 Fibre Terminations and 200 Unshielded Twisted Pair (UTP) nodes, and;</p> <p>ii) One PO having completed minimum of 300 ports on Data Network Switches and at least one chassis based Layer-3 Switch in a single purchase Order, and;</p> <p>iii) One PO having completed minimum of 70 Wi-Fi Access Points in a single Order</p> <p><i>Refer Section VIII, Annexure-7</i></p>
6.	Products quoted by bidder / SI	<p>The products quoted by SI should be of latest versions and should not be declared as:</p> <p>“end-of-sale” for One (01) year from the date of initial date of bid submission, and;</p> <p>“end-of-support” for Seven (07) Year from initial date of bid submission by respective</p>	<p>a. Self-Declaration by bidder/ SI to this effect from the authorized signatory of bidder/ SI.</p> <p>b. Undertaking to this effect from OEM's of products quoted.</p> <p>c. SI should submit valid letter</p>

		OEM's.	from OEMs confirming following: <ul style="list-style-type: none"> ▪ Authorization for SI to bid against this tender specifically. ▪ An undertaking that the support including spares, patches, upgrades, updates, etc. for the quoted products shall be available for at least Seven (07) years from initial bid submission date.
7	Clause-by-clause compliance	The bidders should give clause-by-clause compliance for all the clauses and Para's of this tender including the, Pre-Qualification criteria, Bill of Material, Technical specification, Price Schedule, Annexures, etc. in their Technical Bids.	The SI must submit the following, duly signed and stamped by authorized signatory: <ol style="list-style-type: none"> a) Clause-by-clause compliance for all the clauses and Para's of this tender in their Technical Bids. b) A letter on their letter head stating all clauses of the tender document, including BoM, Technical Specifications, Price Schedule, Annexures, etc are fully complied and acceptable to their firm.
8.	Manpower	The SI should have at least 40 technically skilled employees based in India on own pay roll of the company.	Declaration by the HR Head on Company's letter head. <i>Refer Section VIII, Annexure-8</i>
9.	Non-Blacklisting Undertaking	The SI shall submit the undertaking that their entity: - <ol style="list-style-type: none"> a) Has not been under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason as on date of bid submission. b) Has not been insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. c) And their directors, partners and officers have not been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into an email service supplying contract within a period of three years preceding the floating of this tender, or not have been otherwise disqualified pursuant to debarment 	Self-declaration by the SI duly signed by the authorized signatory of the bidder on company letterhead. <i>Refer Section VIII, Annexure-9</i>

		proceedings	
10	Bidder/ SI's support system /office	The SI should have support system/office in the state of Uttarakhand or UP or NCR to execute the work under the scope of this tender at LBSNAA, Mussorrie Uttarakhand. The SI must have spares depots/godown/storeroom in the India with local logistics support and adequate spares for the products supplied. This is to ensure immediate delivery of spares parts. The bidder should furnish the details of the physical address and telephone number (s) of the Spares Depot (s).	The SI must submit the following: a) A letter on SI's letter head duly signed by authorized signatory of the bidder, having details of its system/office in the state of Uttarakhand or UP or NCR and details of depots/ godown/storeroom in the India with physical address and contact details. <i>Refer Section VIII, Annexure-10</i>
11.	Authorization to bidder/ SI from OEM(s)	The Bidder / SI must provide the OEM(s) Authorization specifically by mentioning the reference of this tender. (From OEMs of Core switches, Distribution switches, Access switches, Access Points, WLC, NGFW, EMS and Server)	Authorization from OEM(s) <i>Refer Section VIII, Annexure-11</i>

Note:

- Any bid failing to meet any of the required above qualification criteria shall be disqualified.
- The qualification criteria to be complied by the bidder / SI entity.
- Consortium bid is not allowed.
- A bidder / SI cannot submit more than one bid.
- The SI can partner with only one OEM for one product. The SI cannot partner with more than one OEM for single product. OEM coming/participating in the tender as SI will have to qualify the required criteria of both SI and OEM mentioned in the tender.
- Undertaking of any type is not required from the OEM of Flat Panel display.

A. The bidder / SI should also meet the following criteria:

Bidder should also meet the following criteria as on the date of their bid submission and should continue to meet these, till the award of the contract. Bidder shall be required to declare fulfillment of Eligibility Criteria in **Form 6 (Eligibility Declarations)**.

A.1 The bidder must:

- i) Not be insolvent, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of aforesaid reasons.

Not stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by Government from participation in its Tender Processes;

- ii) Not be convicted (within three years preceding the last date of bid submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of Government from participation in Tender Processes of all of its entities, for:
- a) offences involving moral turpitude in business dealings under the Prevention of Corruption Act, 1988 or any other law; and/or
 - b) offences under the Indian Penal Code or any other law for causing any loss of life/ limbs/ property or endangering Public Health during the execution of a public procurement contract and/ or

- c) suspected to be or of doubtful loyalty to the Country or a National Security risk as determined by appropriate agencies of the Government of India.
- iii) Not have changed its name or created a new “Allied Firm”, consequent to having declared ineligible/ suspended/ blacklisted/ banned/ debarred as above.
- iv) Not have a conflict of interest, which substantially affects fair competition. The prices quoted should be competitive and without adopting any unfair/ unethical/ anti-competitive means. No attempt should be made to induce any other bidder to submit or not to submit an offer for restricting competition. To determine whether there has been an occurrence of act of conflict of interest, the decision by the Competent Authority, ERNET India shall be final and binding.

A.2 Bidder(s) shall go through F.No.6/18/2019 – PPD dated 23rd July 2020 issued by Department of Public Procurement, Ministry of Finance, Govt. of India and declaration with regard to the same shall be given in Form 3 (Eligibility Declaration).
<https://doe.gov.in/sites/default/files/OM%20dated%2023.07.2020.pdf>

B. **Malicious Code Certificate:** Bidder should upload following certificate in the bid in respect Malicious Code Certificate: -

- a) This is to certify that all Hardware and all Software being offered, as part of the bid, does not contain Embedded Malicious code that would activate procedures to:
- i) Inhibit the desires and designed function of the equipment.
 - ii) Cause physical damage to the user or equipment during the exploitation.
 - iii) Tap information resident or transient in the equipment/network.
- b) The entity/ bidder will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

1.2 Original Equipment Manufacturers (OEM's) Pre-Qualification criteria

A. The OEM(s) must fulfill all below criteria:

Sr.	Category	Criteria	Documents Required
1	OEM(s) Presence	All OEM(s) whose products are being quoted in bid, should have direct presence / base with their own office in India, manned with their own engineers for minimum of the last 5 years as on bid submission date.	OEM(s) Self-Declaration from the authorized signatory on company letterhead. <i>Refer Section VIII, Annexure-12</i>
2	OEM(s) Technical Assistance Centre (TAC), Toll Free Number	The OEM(s) whose products are being offered in the bid shall have Technical Assistance Centre (TAC) and shall have Toll Free Number for TAC to support the items.	OEM(s) Self-Declaration from the authorized signatory on company letterhead. <i>Refer Section VIII, Annexure-13</i>

3.	Manpower	The OEM(s) should have at least 30 technically skilled employees based in India on own pay roll of the company.	Declaration by the HR Head on Company's letter head. <i>Refer Section VIII, Annexure-14</i>
4.	OEM(s) work experience	<p>i) The OEM(s) of Data switching & Wireless LAN products being quoted/offered in the bid should have at least two installations of its Data Network Switching (with minimum 2000 ports on Data Network Switches and at least one Chassis based Layer-3 Switch) and Wireless Access Points (minimum 400 Wi-Fi Access Points with Wireless LAN Controller) in reputed organization in India.</p> <p>ii) The OEM for WLAN product should have installed base for at least 5000 Wi-Fi Access Points in India.</p> <p>iii) The OEM of Passive Items should have at least two installations with 10Km fiber optic cable with at least 500 fiber terminations and 500 UTP nodes.</p>	All OEM(s) shall submit Self-Declaration from the authorized signatory on company letterhead <i>Refer Section VIII, Annexure-15</i>
5	Compliance to Features	Features listed in the Section V of this tender being offered by OEM(s) should be complied in all respect.	OEM(s) Self-Declaration from the authorized signatory <i>Refer Section VIII, Annexure-16</i>

- B. **Malicious Code Certificate:** OEM of Core Switch, Distribution Switch, Access Switch, Access Point, WLC and EMS should upload following certificate in the bid:

This is to certify that the Hardware and the Software being offered, as part of the bid / contract, does not contain Embedded Malicious code that would activate procedures to:

- i) Inhibit the desires and designed function of the equipment.
- ii) Cause physical damage to the user or equipment during the exploitation.
- iii) Tap information resident or transient in the equipment/network.

Note

- Any bid failing to meet any of the required above qualification criteria shall be disqualified.
- An OEM can be part of more than one bid with different SIs provided OEM is not submitting independent bid as SI.
- Any single company participating as both bidder / SI & OEM will have to independently fulfill all the Pre-Qualification criteria of respective roles as mentioned in Sr. 1.1 and 1.2 above in this tender.
- All certificates requested in the tender should be valid as on date of bidding.
- If OEM is participating as SI, the OEM will have to submit all those Annexures as sought from SI.

Section VI: Bill of Material**1. Part-A****1.1 List of Active items**

S. No.	Item name, in brief	Qty	Unit
1	Core Switch	2	Nos.
2	Distribution Switch -24 Port	8	Nos.
3 (a)	Access Switch -24 Port PoE	24	Nos.
(b)	Access Switch -48 Port PoE	39	Nos.
(c)	Multi Gigabit Switch - 24 Port PoE	12	Nos.
4 (a)	Indoor Access Point	250	Nos.
(b)	Outdoor Access Point	15	Nos.
5	WLC in HA	1	Nos.
6	Nest Generation Firewall (NGFW)	2	Nos.
7	EMS (Network Manager)	1	Nos.
8	Transceivers - 10G Single Mode	160	Nos.
9	Transceivers - 40G Single Mode	35	Nos.
10	Server (With Latest Windows OS/Equivalent)	1	nos.
11	KVM switch with standard Keyboard-Display-Mouse	1	Nos.
12	Flat Panel Display 75 inch	4	Nos.
13	Flat Panel Display 85 inch	4	Nos.

Note:

- All Core switches, Distribution switches, Access switches, Access Points, W-LAN controller and Transceivers quoted in the bid by the bidder should be of same OEM. All Flat Panel Displays quoted in the bid by the bidder shall be of same OEM.**
- All quoted items shall be fully compatible to each other including modules, ports, etc. for their full functionality
- In case, if any equipment includes components such as hardware, software, or licenses, bidders are required to provide a detailed price breakdown.

1.2 List of Passive items

S. No.	Item name, in brief	Qty	Unit
1	UTP Cable CAT 6A, 305 Meter Box	16	Box
1 (i)	Laying of UTP Cable CAT 6A	5000	Meter
2	Information Outlet CAT 6A Single (1-Port)	100	Per Unit
3	Patch cord CAT-6, 1 Meter	450	Per Unit
4	Patch cord CAT-6, 2 Meter	450	Per Unit
5	Installation of UTP Cable at IO at Jack Panel end	900	Nos.
6	Testing of UTP cable	900	Nos.
7	24 Port Jack Panel	10	Per Unit
8	Wire Manager	10	Per Unit
9	24 Core, SM, OFC Cable	3000	Meter

10	12 Core, SM, OFC Cable	6500	Meter
11	Laying of OFC Cable-Underground	6500	Per Meter
11(i)	Laying of OFC Cable-Overhead	3000	Per Meter
12	Optical Fiber Patch Cord, SM, LC to LC-3 Meter	265	Per Unit
13	Optical Fiber Patch Cord, SM, LC to LC-10 Meter	40	Per Unit
14	19", 12U Floor standing rack, 500mm Depth	5	Per Unit
15	19", 24U Floor standing rack, 600mm Depth	5	Per Unit
16	19", 42U Floor standing rack, 600mm Depth	2	Per Unit
17	LIU, 24 Fiber, Rack mount (LC)/(SM)	75	Per Unit
17(i)	Installation of LIU, 24 Fiber, Rack mount (LC)/(SM)	75	Nos.
18	LC Pigtails (SM)	1000	Per Unit
18(i)	Splicing of SC Pigtails (SM)	1000	Nos.
19	Outdoor Fiber Joint Enclosure	10	Per Unit
20	Field Termination Plug For WiFi	20	Per Unit
21	HDPE Pipe 50MM	2000	Meter
22	HDPE Pipe 120MM	1200	Meter
22(i)	Installation of HDPE Pipe	3200	Meter
23	Cable Pulling Pit	40	Nos.
24	Supply of PVC Duct 15x15	250	Meter
24(i)	Installation of PVC Duct 15x15	250	Meter
25	Supply of PVC Duct 25x25	250	Meter
25(i)	Installation of channel 25x25	250	Meter
26	Supply of PVC Duct 45x25	250	Meter
26(i)	Installation of channel 45x25	250	Meter
27	Supply of Conduit Pipe 25mm	400	Meter
27(i)	Installation of conduit pipe 25 mm	400	Meter
28	Supply of Conduit Pipe 40mm	300	Meter
28(i)	Installation of conduit pipe 40 mm	300	Meter
29	Supply of Conduit Pipe 50mm	250	Meter
29(i)	Installation of conduit pipe 50 mm	250	Meter
30	Supply of GI Pipe 50mm	1000	Meter
31(i)	Installation of GI Pipe 50MM	1000	Meter
32	Supply of GI Pipe 125mm	1000	Meter
32(i)	Installation of GI Pipe 125MM	1000	Meter
33	Route Marker	100	Nos.
33(i)	Fixing of Route Marker	100	Nos.
34	Installation & dressing of Patch cables with cable Tie (per Node)	1168	Nos.
35	Digging of concrete/ soil	1000	Meter
36	Excavation & Resurfacing of the road with cement / soil Note: Resurfacing shall be done to make its look like original condition	1000	Meter
37	Ferruling of UTP cables (per node)	1168	Nos.
38	Supply & installation of Buffer tubing Kit	3	Nos.
39	Fixing of Cable Pulling Pit	10	Nos.

40	Performance Testing of Laid OFC	3	Nos.
41	Installation of the concealed waterproof Box	10	Nos.
42	Installation of outdoor fiber enclosure	10	Nos.
43	Detailed site survey, solution designing of the network to be implemented and Hand Holding of the items	1	Nos.

1.3 Manpower

S. No.	Item name, in brief	Qty	Unit
1	Resident Engineer/Network Engineer/ Desktop Engineer For Operation & Maintenance of Network for 1st year	5	Nos.
2	Resident Engineer/Network Engineer/ Desktop Engineer For Operation & Maintenance of Network for 2nd year	5	Nos.
3	Resident Engineer/Network Engineer/ Desktop Engineer For Operation & Maintenance of Network for 3rd year	5	Nos.

2. Part-B (Minimum Technical Specifications of Items):

2.1 Core Switch

S. No.	Technical Specifications- Core Switch	Compliance (Yes/ No)
	Hardware and Form factor Specifications	
1	Switch shall be 1 RU and rack mountable in standard 19" rack.	
2	Switch shall be based on Multi Core CPU to run multiple process simultaneously. Switch should have Redundant Power Supply and Fans.	
3	The Switch should support non-blocking architecture, all proposed line cards/transceivers must provide wire speed line rate performance.	
4	Switch shall have 8 GB RAM and 16 GB Flash.	
5	Switch should have 32 * 40/100G QSFP ports. The Switch should be populated with 32 * 40/100G Multimode SFPs from Day-1.	
	Performance Parameters	
6	Switch shall support Virtualization Technology to represent 2 different switches, appear as one to the downlink/uplink switches and should be able to support L2/L3 redundancy among themselves with minimal disruption.	
7	Switching system shall have up to 6.4 Tbps of switching capacity and should support up to 2 Bpps of forwarding rate.	
8	Shall support up to 1000 VLANs.	
9	Switch should support 32 MB packet buffer.	
10	Switch should support 64K MAC addresses.	
11	Switch should support minimum 64K IPv4 or 32K IPv6 Routes.	
12	Switch should support minimum 16K multicast routes.	
	General Features	
13	Switch software should provide option to program the switch hardware to allocate required resources appropriately.	
14	Shall support GARP VLAN Registration Protocol or equivalent feature to allow automatic learning and dynamic assignment of VLANs.	

15	Should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.1ae (256-bit and 128-bit AES), 802.3x, 802.1p, 802.1Q, 1588v2.	
16	Should support MACSEC-256 encryption algorithm on hardware on all ports (Uplink and Downlink).	
17	Must support BGP, MPLS, IS-IS, VRF, VXLAN, NAT, OSPF, Policy-Based Routing (PBR), PIM SM, VRRP/equivalent features from Day 1.	
18	Shall have 802.1p class of service, marking, classification, policing and shaping. Should support strict priority queuing.	
19	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, IGMP, Link Layer Discovery Protocol (LLDP).	
20	Switch should support port security, DHCP snooping, Spanning tree root guard, First Hop Security.	
21	Switch should support IPv4 & IPv6 from day1.	
22	Should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment.	
23	Access Control Lists for both IPv4 and IPv6 for filtering traffic to prevent unauthorized users from accessing the network.	
24	RADIUS/TACACS for switch security access administration.	
25	Switch should support eight egress queues per port for different types of traffic.	
26	Switch shall support Virtual Stacking or equivalent features allows links that are physically connected to two different switch to appear as a single port channel.	
27	During system boots, the system's software signatures should be checked for integrity. System should capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.	
28	Switch should support comprehensive programmability features like Model-Driven Programmability, NETCONF/REST API interface.	
Environment and Certifications		
29	Operating temperature of 0°C to 40°C.	
30	The device should be IPv6 certified from day one.	
31	Switch shall conform to UL 60950, IEC 60950, CSA 60950, EN 60950 Standards.	
32	Switch / Switch Series/ Switch's Operating System should be tested for EAL 2/NDPP/NIAP/NDcPP or above under Common Criteria Certification.	

2.2 Distribution Switch -24 Port

S. No.	Technical Specifications: Distribution Switch- 24 Port	Compliance (Yes/ No)
Hardware and Form factor Specifications		
1	Switch shall be 1 RU and rack mountable in standard 19" rack.	
2	Switch shall be based on Multi Core CPU to run multiple process simultaneously. Switch should have Redundant Power Supply and Fans.	
3	The Switch should support non-blocking architecture, all proposed line cards/transceivers must provide wire speed line rate performance.	
4	Switch shall have 8 GB RAM and 16 GB Flash.	
5	Switch should have 24 * 1/10/25G SFP+ ports and 4 * 40/100G QSFP ports. The Switch should be populated with 24*10G Multimode and 2 * 100G Multimode SFPs from Day-1.	

Performance Parameters		
6	Switch shall support Virtualization Technology to represent 2 different switches, appear as one to the downlink/uplink switches and should be able to support L2/L3 redundancy among themselves with minimal disruption.	
7	Switching system shall have up to 2 Tbps of switching capacity and should support up to 1 Bpps of forwarding rate.	
8	Switch shall support up to 1000 VLANs.	
9	Switch should support 32 MB packet buffer.	
10	Switch should support 64K MAC addresses.	
11	Switch should support minimum 64K IPv4 or 32K IPv6 Routes.	
12	Switch should support minimum 16K multicast routes.	
General Features		
13	Switch software should provide option to program the switch hardware to allocate required resources appropriately.	
14	Switch shall support GARP VLAN Registration Protocol or equivalent feature to allow automatic learning and dynamic assignment of VLANs.	
15	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.1ae (256-bit and 128-bit AES), 802.3x, 802.1p, 802.1Q, 1588v2.	
16	Switch should support MACSEC-256 encryption algorithm on hardware on all ports (Uplink and Downlink).	
17	Switch must support BGP, MPLS, IS-IS, VRF, VXLAN, NAT, OSPF, Policy-Based Routing (PBR), PIM SM, VRRP/equivalent features from Day 1.	
18	Switch shall have 802.1p class of service, marking, classification, policing and shaping. Should support strict priority queuing.	
19	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, IGMP, Link Layer Discovery Protocol (LLDP).	
20	Switch should support port security, DHCP snooping, Spanning tree root guard, First Hop Security.	
21	Switch should support IPv4 & IPv6 from day1.	
22	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment.	
23	Switch should support Access Control Lists for both IPv4 and IPv6 for filtering traffic to prevent unauthorized users from accessing the network.	
24	Switch should support RADIUS/TACACS for switch security access administration.	
25	Switch should support eight egress queues per port for different types of traffic.	
26	Switch shall support Virtual Stacking or equivalent features allows links that are physically connected to two different switch to appear as a single port channel.	
27	During system boots, the system's software signatures should be checked for integrity. System should be capable of understanding that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.	
28	Switch should support comprehensive programmability features like Model-Driven Programmability, NETCONF/REST API interface.	
Environment and Certifications		
29	Operating temperature of 0°C to 40°C.	
30	The device should be IPv6 certified from day one.	

31	Switch shall conform to UL 60950, IEC 60950, CSA 60950, EN 60950 Standards.	
32	Switch / Switch Series/ Switch's Operating System should be tested for EAL 2/NDPP/NIAP/NDcPP or above under Common Criteria Certification.	

2.3 Access Switch -24 Port PoE

Sr. No.	Technical Specification: Access switch- 24 Port POE (Layer-3)	Compliance (Yes/No)
	General Features	
1	Proposed switch should be enterprise grade switch with x86 based CPU architecture.	
2	The switch should have minimum of 24 nos. 10/100/1000 PoE Ethernet Ports and in addition 4 nos. of 10Gig SFP+ uplink ports, and should be able to provide 720W of PoE power from day 1.	
	Performance and Scalability	
3	The switch should support non-blocking switching bandwidth up to 128 Gbps (without considering stacking bandwidth) and should support wire-speed forwarding Rate up to 95 Mpps.	
4	The switch should have 8 GB of DRAM and should have 16GB of Flash memory to store image and logs.	
5	The switch should support 512 Active VLANs and 32K MAC Addresses.	
6	The switch should support Jumbo frames of 9k bytes.	
7	The Switch should support 8K IPv4 and 4K IPv6 Routes. It should also support 8K Multicast Routes.	
8	The Switch should provide 16MB Buffer.	
	Stacking	
9	Switch should dedicated stacking ports other than user and uplink ports and should provide 320 Gbps stacking performance.	
10	Switch should be provided with necessary stacking module and cables from day-1.	
11	Switch should support 8 members in stack.	
12	The Switch stack architecture should allow the end user to stack 24 Port Switch with 48 Port of the same model.	
	Standards	
13	The switch should support IEEE 802.1D, IEEE 802.1p, IEEE 802.1Q Trunking, IEEE 802.1s Multiple Spanning Tree (MSTP), IEEE 802.1w Rapid Spanning Tree (RSTP), IEEE 802.1x, IEEE 802.1ab (LLDP).	
14	The switch should support IEEE 802.3ad Link Aggregation Control Protocol (LACP) across stack members and should able to do load balance traffic across links.	
15	Switch should support IEEE 802.3af and IEEE 802.3at.	
	Functionality	
16	Switch must have functionality like static routing, RIP, PIM, OSPF, PBR and QoS features from Day1.	
17	Should support* advance Layer 3 protocol like BGPv4/v6 , MPLS, VRF, VXLAN, IS-IS, OSPF.	
18	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+.	
19	Switch should support IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.	

20	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment.	
21	Switch must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.	
22	Should support MACSEC-256 encryption algorithm on hardware on all ports (Uplink and Downlink).	
23	During system boots, the system's software signatures should be checked for integrity. System should capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.	
24	Switch shall have 802.1p class of service, marking, classification, policing and shaping.	
Security		
25	The Switch should provide enhanced security with AES-256 MACsec encryption on all ports. This feature is required through which authentication and encryption of the packets between switches can be ensured as per IEEE standards.	
26	Switch should provide a feature that enable hardware and software authenticity assurance for supply chain trust and strong mitigation against attacks that compromise software and firmware by providing capabilities image signing, Secure Boot etc.	
27	The switch should be provide cryptographically signed images, which provide assurance that the firmware, BIOS, and other software are authentic and unmodified. As the system boots, the system's software signatures are checked for integrity.	
28	The Switch should support encrypted traffic analytics by using data elements or telemetry, which can be applied equally to both encrypted and unencrypted flows and that is independent of protocol details, such as the lengths and arrival times of packets within a flow.	
29	Switch should support Segmentation Protocol using VRF/VRF-Lite/Virtual router.	
30	Should Support Access List (ACLs) , QoS, Policy based routing, IPv6, NTP/SNTP, SNMP, TACACS/RADIUS AAA, IEEE 802.1Q VLAN.	
31	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-256 on hardware for all ports.	
Operation and Management		
32	Switch should support simplified segmentation and micro-segmentation, with predictable performance and scalability.	
33	Should support SDN Solution using open APIs/NETCONF / RESTCONF or equivalent to automatically provision network resources/configuration from day one.	
34	The switch should provide native WebUI that provides embedded GUI-based device-management tool.	
Hardware and Form Factor		
35	The Switch should be 1RU.	
36	The switch should able to support built-in redundant power supplies from day 1.	
37	Switch should be provided with AC power supply and India power cords.	
Compliance		
38	IPv6 Logo Ready.	
39	Switch / Switch's Operating System should be tested for EAL 2/NDPP or above under Common Criteria Certification.	

40	Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.	
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2.4 Access Switch -48 Port PoE

Sr. No.	Technical Specification: Access switch- 48 Port POE (Layer-3)	Compliance (Yes/No)
General Features		
1	Proposed switch should be enterprise grade switch with x86 based CPU architecture.	
2	The switch should have minimum of 48 nos. 10/100/1000 PoE Ethernet Ports and in addition 4 nos. of 10Gig SFP+ uplink ports, and should be able to provide 1440W of PoE power from day 1.	
Performance and Scalability		
3	The switch should support non-blocking switching bandwidth up to 176 Gbps (without considering stacking bandwidth) and should support wire-speed forwarding Rate up to 130 Mpps.	
4	The switch should have 8 GB of DRAM and should have 16GB of Flash memory to store image and logs.	
5	The switch should support 512 Active VLANs and 32K MAC Addresses.	
6	The switch should support Jumbo frames of 9k bytes.	
7	The Switch should support 8K IPv4 and 4K IPv6 Routes. It should also support 8K Multicast Routes.	
8	The Switch should provide 16MB Buffer.	
Stacking		
9	Switch should dedicated stacking ports other than user and uplink ports and should provide 320 Gbps stacking performance.	
10	Switch should be provided with necessary stacking module and cables from day-1.	
11	Switch should support 8 members in stack.	
12	The Switch stack architecture should allow the end user to stack 24 Port Switch with 48 Port of the same model.	
Standards		
13	The switch should support IEEE 802.1D, IEEE 802.1p, IEEE 802.1Q Trunking, IEEE 802.1s Multiple Spanning Tree (MSTP), IEEE 802.1w Rapid Spanning Tree (RSTP), IEEE 802.1x, IEEE 802.1ab (LLDP).	
14	The switch should support IEEE 802.3ad Link Aggregation Control Protocol (LACP) across stack members and should able to do load balance traffic across links.	
15	Switch should support IEEE 802.3af and IEEE 802.3at.	
Functionality		
16	Switch must have functionality like static routing, RIP, PIM, OSPF, PBR and QoS features from Day1.	
17	Should support* advance Layer 3 protocol like BGPv4/v6 , MPLS, VRF, VXLAN, IS-IS, OSPF.	
18	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+.	
19	Switch should support IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.	
20	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment.	

21	Switch must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.	
22	Should support MACSEC-256 encryption algorithm on hardware on all ports (Uplink and Downlink).	
23	During system boots, the system's software signatures should be checked for integrity. System should capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.	
24	Switch shall have 802.1p class of service, marking, classification, policing and shaping.	
Security		
25	The Switch should provide enhanced security with AES-256 MACsec encryption on all ports. This feature is required through which authentication and encryption of the packets between switches can be ensured as per IEEE standards.	
26	Switch should provide a feature that enable hardware and software authenticity assurance for supply chain trust and strong mitigation against attacks that compromise software and firmware by providing capabilities image signing, Secure Boot etc.	
27	The switch should be provide cryptographically signed images, which provide assurance that the firmware, BIOS, and other software are authentic and unmodified. As the system boots, the system's software signatures are checked for integrity.	
28	Switch should support Segmentation Protocol using VRF/VRF-Lite/Virtual router.	
29	Should Support Access List (ACLs) , QoS, Policy based routing, IPv6, NTP/SNTP, SNMP, TACACS/RADIUS AAA, IEEE 802.1Q VLAN.	
30	The Switch should support encrypted traffic analytics by using data elements or telemetry, which can be applied equally to both encrypted and unencrypted flows and that is independent of protocol details, such as the lengths and arrival times of packets within a flow.	
31	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-256 on hardware for all ports.	
Operation and Management		
32	Switch should support simplified segmentation and micro-segmentation, with predictable performance and scalability.	
33	Should support SDN Solution using open APIs/NETCONF / RESTCONF or equivalent to automatically provision network resources/configuration from day one.	
34	The switch should provide native WebUI that provides embedded GUI-based device-management tool.	
Hardware and Form Factor		
35	The Switch should be 1RU.	
36	The switch should able to support built-in redundant power supplies from day 1.	
37	Switch should be provided with AC power supply and India power cords.	
Compliance		
38	IPv6 Logo Ready.	
39	Switch / Switch's Operating System should be tested for EAL 2/NDPP or above under Common Criteria Certification.	
40	Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.	

2.5 Multi Gigabit Switch -24 Port PoE

Sr. No.	Technical Specifications- Multi Gigabit Switch - 24 Port POE (Layer-2)	Compliance (Yes/No)
Hardware and Form factor		
1	The proposed switch should be of 1RU/2RU form Factor.	
2	The switch should provide 8* 5G/2.5G/1G POE+ Ports and 16 *1 G PoE+ ports and 4 x 10G SFP+ uplink interfaces from day 1.Switch should be populated with 4 x 10G SFP+ multimode transceivers from Day-1.	
3	PoE+ Enable, PoE Power Output Capability per port 30W, Total PoE power should be at least 560W from day 1.	
4	Switch should have 2 GB RAM and 4 GB Flash.	
5	Proposed switch should be enterprise grade switch with x86 based CPU architecture	
6	Switch should have slot/ports (excluding uplinks and downlinks) for minimum 80 Gbps of stacking bandwidth with dedicated stacking ports and cables with minimum 8 switch in stack. All the required stacking accessories to be included from day 1.	
7	Switch should provide redundant power supplies from Day-1.	
8	Switch should provide redundant fans from Day-1.	
Performance Parameters		
9	The Switch should provide switching capacity of 272 Gbps.	
10	The Switch should provide forwarding rate as 214 Mpps.	
11	Switch should be able to support 3000 IPV4/1500 IPV6 routing entries.	
12	Shall have minimum 16K MAC Addresses and 500 active Vlans.	
13	Switch shall support application visibility and traffic monitoring with minimum 16 K netFlow/ sflow/ jflow entries.	
14	Should support minimum 8K IPv4 routes or more.	
15	Switch should have 6MB or more packet buffer.	
General Features		
16	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p,802.1ae, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z, IEEE802.3af, IEEE802.3at.	
17	Switch must have functionality like static routing, Static Routes, PIM and QoS features from Day1.	
18	Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.	
19	Switch should support management features like SSH, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+.	
20	Switch should support IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.	
21	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec on hardware for all ports.	
22	Switch should provide a feature that enable hardware and software authenticity assurance for supply chain trust and strong mitigation against attacks that compromise software and firmware by providing capabilities image signing, Secure Boot etc.	
Environment and Certifications		
23	Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.	
24	IPv6 Certified from Day 1.	

25	Switch shall conform to EN 55032 Class A/B or CISPR32 Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements.	
26	Operating temperature of 0°C to 40°C.	
27	Switch/Switch Series/ Switch's Operating System should be tested for EAL 2/NDPP/NiAPP or above under Common Criteria Certification.	

2.6 Indoor Access Point

Sr. No.	Technical Specifications- Indoor Access Point	Compliance (Yes/No)
1	Access Point shall support tri radio operation with 4x4 MIMO on all three radio interfaces i.e. 2.4ghz, 5ghz and 6ghz. It should also support MU-MIMO & MLO technology.	
3	Access Point should have Bluetooth5 and UWB radio to support use cases of location, asset tracking and analytics. It should also have GNSS radio for GPS location.	
4	Access Point shall be able to powered up using 802.3at power with full 4x4 radio operation at least on 5 Ghz & 6 Ghz radio.	
5	Access Point shall support Dual 5GHz radios to use 2.4 Ghz radio in 5 Ghz frequency.	
6	Access Point shall have dedicated radio for spectrum monitoring capabilities, WIPS and off channel RRM without compromising and using the client serving radios.	
9	Access Point should have 1x 100M/1000M/2.5G/5G/10G Multi Gigabit Ethernet (RJ-45).	
10	Access Point should have USB port for future requirement.	
11	Must have at least 5 dBi Antenna gain on each radios.	
12	Must Support data rate up to 18 Gbps.	
13	Must support minimum of 23dbm of transmit power in all 2.4Ghz, 5Ghz & 6Ghz radios. And should follow the local regulatory Norms.	
14	Must support AP enforced load-balance between 2.4Ghz and 5Ghz band.	
15	Must incorporate radio resource management for power, channel and performance optimization.	
16	Must have -97 dB or better Receiver Sensitivity.	
17	Must support Proactive Key Caching and/or other methods for Fast Secure Roaming.	
18	Must support Management Frame Protection.	
19	Should support locally-significant certificates on the APs using a Public Key Infrastructure (PKI).	
20	Access Points must support Hardware-based encrypted user data and management traffic between controller and Access point for better security.	
21	Must support the ability to serve clients and monitor the RF environment concurrently.	
22	Same model AP that serves clients must be able to be dedicated to monitoring the RF environment.	
23	Must be plenum-rated (UL2043).	
24	Must support 16 WLANs per AP for SSID deployment flexibility.	
25	Access Point Must continue serving clients when link to controller is down. It should also have option to authenticate user through Radius server directly from Access Point during link unavailability to controller.	
26	Must support telnet and/or SSH login to APs directly for troubleshooting flexibility.	
28	802.11e and WMM.	

29	Must support QoS and Video Call Admission Control capabilities.	
30	Access point should be Wifi alliance certified for Wifi-7, Wi-Fi 6 (R2), Wi-Fi 6E, WPA3-R3, WPA3-Suite B and Bluetooth SIG for Bluetooth low energy.	

2.7 Outdoor Access Points

Sr. No.	Technical Specification- Outdoor Access Point	Compliance (Yes/No)
1	Access Point shall support 4x4 MIMO on both radio interfaces and MU-MIMO technology	
2	Access Point shall be able to support Multi Gigabit Ethernet, support up to 2.5 Gbps PHY speed using single Cat5e or above(Cat6, Cat6a, Cat7) cable.	
4	Access Point shall be able to powered up using PoE (.af).	
6	Access Point shall have dedicated radio/chipset for spectrum monitoring capabilities, WIPS and off channel RRM without compromising and using the client serving radios.	
7	Access Point should have Bluetooth5 radio to support use cases of location, asset tracking and analytics.	
8	Access Point should have 1x 100, 1000, 2500 Multi Gigabit Ethernet (RJ-45) – IEEE 802.3bz uplink, 1x Gigabit Ethernet SFP uplink and 1x10/100/1000 Base T downlink port.	
9	AP must have standard RJ-45 console port	
10	Must have at least 6 dBi omni direction Antenna on each radios	
11	Must Support data rate up to 5Gbps.	
12	Must support minimum of 30 dbm of transmit power in both 2.4Ghz and 5Ghz radios. And should follow the local regulatory Norms.	
13	Must support AP enforced load-balance between 2.4Ghz and 5Ghz band.	
14	Must incorporate radio resource management for power, channel and performance optimization.	
15	Must have -97 dB or better Receiver Sensitivity.	
16	Must support Proactive Key Caching and/or other methods for Fast Secure Roaming.	
17	Must support Management Frame Protection.	
18	Should support locally-significant certificates on the APs using a Public Key Infrastructure (PKI).	
19	Must support the ability to serve clients and monitor the RF environment concurrently.	
20	Same model AP that serves clients must be able to be dedicated to monitoring the RF environment.	
21	Must support 16 WLANs per AP for SSID deployment flexibility.	
22	Access Point Must continue serving clients when link to controller is down. It should also have option to authenticate user through Radius server directly from Access Point during link unavailability to controller.	
23	Must support telnet and/or SSH login to APs directly for troubleshooting flexibility.	
24	802.11e and WMM.	
25	Must support QoS and Video Call Admission Control capabilities.	
26	Access point should be WiFi 6 certified.	
27	The Access point shall be IP67 and NEMA rated.	
28	The Access point shall support operating temperature of -40 to 65°C.	
29	The equipment shall support up to 100 MPH sustained winds & 165 MPH wind gusts.	

2.8 WLC in HA

Sr. No.	Technical Specifications- WLC (Wi-Fi / Wireless LAN Controller) in HA	Compliance (Yes/No)
	Hardware	
1	Wireless controller should support 3000 AP and 32000 clients from day 1.	
2	The controller shall support deployment flexibility without compromising any features.	
3	The controller shall support 50 Gbps tunneling capacity.	
4	The controller shall support 4x10 Gig SFP/SFP+ and 2x 25 Gig uplink ports.	
5	Wireless Controller shall support link aggregation and load sharing between Access Point to WLC links.	
6	The controller shall support hardware encrypted data plane between Access Point and Controller.	
	High Availability: WLC should be supplied in 1:1 High Availability mode.	
7	The controller shall be proposed with complete feature set including licensed feature. The bidder shall ensure that all required licenses shall be provided for full functioning of the device for all supplied items under this tender.	
8	High Availability mode shall support controller inline data plane mode as well as local switching mode and Mesh mode.	
9	High Availability mode shall allow geographically dispersed installation between Controllers.	
10	The controller failover shall not trigger client de-authentication and re-association.	
11	The controller shall support hot WLC software patching for fixing bugs.	
12	The controller shall support hot AP software patching for fixing bugs.	
13	The controller shall support new AP hardware without need for upgrading entire controller software.	
14	The controller shall support rolling AP upgrade.	
15	The controller shall support rolling AP upgrade without need for clustering.	
16	The redundant Controller shall sync Access Point and Client Status, including DHCP IP lease status.	
	Software	
17	Access Point shall be able to proactively distribute Client connection before and after association and tracking client condition in real time using data packet RSSI.	
18	The controller shall support standard-based, secure AP-Controller data & control protocol like CAPWAP. Protocol that has known vulnerability like PAPI cannot be used.	
19	The controller shall support Inter-Controller Wireless Roaming.	
20	The controller shall maintains per-user Application usage and shall be able to export it for network analytic.	
21	The controller shall support Multi Languages options from embedded GUI Management.	
22	The controller shall provide per-Client Connection Scoring and provide reasoning of Client Connection Score.	
23	The controller shall support Cellular offload using IPv6 tunneling to Mobile Core network.	
	RF management	

24	The controller shall be able to support multiple RF Management profile per group of APs, including Transmit Power Control and Dynamic Channel Assignment on both <u>2.4GHz</u> and 5Ghz.	
25	The controller shall be able to identify and avoid interferers with network performance impact analysis report.	
26	The controller shall support optimized, automatic channel width (20~160Mhz) selection over 5GHz, 802.11ac.	
	Mesh	
27	Mesh AP nodes shall provide quick convergence and fast failover to new root mesh node.	
28	Mesh Backhaul interface shall support full duplex operation using wired daisy chaining.	
29	Mesh AP shall support fast roaming for Wired-client through wired-to-wireless bridge client.	
	Application Recognition and Control	
30	The controller shall support per-user and per-WLAN based application recognition and control that throttle usage by rate-limiting.	
31	The controller application recognition technology shall support exporting to 3rd party compatible format, such as NetFlow v9.	
32	The controller shall provide policy-based mDNS gateway including chrome cast gateway.	
33	The controller shall support new application signatures without upgrading controller software.	
	BYOD & Security	
34	The controller shall provide Device Profiling using multiple profiling methods to reduce false-detection.	
35	The system shall provide secure onboarding service for both employee and guest based on standard-based security protocol. Proposed system shall not use public cloud as user data repository.	
36	The controller shall be able to embedded custom web portal page (HTML) to fully customize user experience without additional cost or extra box.	
37	The controller shall provide rule-based rogue classification and automatically run rogue mitigation action.	
38	The controller shall be able to detect employee device connection to Rogue Access Point and contain it automatically. It should also support protection from Honeypot or Evil twin.	
39	The controller shall support Content Security using DNS integration, Web Classification shall be fully customizable.	
40	The system shall support control plane encryption on both IPv4 and IPv6.	
41	The Controller's image upgrade shall be done through secure, encrypted transport.	
42	The controller shall be able to provide unique pre-shared keys to the devices that do not support the 802.1x security protocol.	
43	The controller shall support Identity PSK for on boarding.	
44	The controller shall support identification & mitigation of threats inside encrypted traffic.	
	Network and Configuration	
45	The controller shall support mapping of specific VLANs to single SSID, depending on Access Point location and user.	

46	The controller shall support automatic VLAN assignment per SSID to load-balance user connection. Assigned VLAN pool shall be same as number of available VLAN in the system.	
47	The controller shall support embedded best practice configuration profile and setup.	
48	The controller shall support packet fragmentation between Access Point and controller communication.	

2.9 Next Generation Firewall Specification (NGFW)

Sr.	Technical Specifications – Next Generation Firewall Specification (NGFW)		Compliance (Yes/No)
	Features	Parameter	
1	Interfaces and Modules	<p>Appliances should be loaded with following interfaces on day one:</p> <ul style="list-style-type: none"> ▪ Minimum 16 x 1Gig Copper Interface RJ45 port card ▪ 8 x1G SFP ports ▪ 4 x 10 Gig SFP+ Ports ▪ 4 x 25 Gig SFP+ Ports ▪ Dedicated HA Ports in addition to requested data ports ▪ Console Management and USB Port ▪ Minimum 2x 480GB SSD (Raid Enabled) 	
2	IPS Throughput	25 Gbps	
3	NGFW Throughput	22 Gbps	
4	Threat Protection Throughput	20 Gbps	
5	Firewall Throughput	100 Gbps	
6	Firewall Throughput (Packet per Second)	80 Mbps	
7	Concurrent Sessions (TCP)	16 M	
8	New Sessions/Second (TCP)	7,20,000	
9	IPsec VPN Throughput (512 byte)	40 Gbps	
10	SSL-VPN Throughput	8 Gbps	
11	Concurrent SSL-VPN Users	2000	
12	Application Control Throughput (HTTP 64K)	40 Gbps	
13	Intrusion Prevention System	Yes	
14	Firewall Policies	10,000	
15	Network I/O Flexi Modules	Not Required	
16	Network I/O Flexi Modules Types	SFP transceivers as needed	
17	Web Filtering	Yes	
18	Application Filtering	Yes	
19	Web Application Firewall	Yes	
20	Virtual Private Network	Yes	

21	High Availability	Active/Active L2, Active/Passive	
22	Architecture	The Firewall must have multicore Architecture / ASIC. Should be able to run all required features and new firmware updates for the next five years without experiencing any performance deterioration with enough CPU cores and memory from day one.	
23	Support	Onsite OEM support during warranty and AMC.	
24	SSL Inspection Throughput	Proposed Firewall must have 16 Gbps or higher SSL Inspection Throughput from day one.	
25	Firewall Features needed from Day1	The NGFW solution should support NAT64, NAT46, NAT66, DNSv6 & DHCPv6 along with Virtual Domain / systems.	
		NGFW must have option to rate web resource based.	
		Microsoft AD, LDAP, RADIUS, NAT, Firewall, VPN (IPsec), VPN (SSL), Identity Awareness, Content Awareness, Application Control, URL Filtering, IPS, Antivirus, Anti-Bot, Anti-Spam, DNS Security, DLP, prevention of known and Zero day Attack.	
		Firewall should support 1500 SSL users and required license should be provided from Day1.	
		The Firewall should support integration of on prem sandbox of same OEM in future.	
		NGFW should have functionality of Content Disarm and Reconstruction (CDR) to remove all active content from attachment in real-time before passing it to user.	
26	ATC Points	The Proposed Firewall Vendor should be SOC2 compliant which covers security, availability, processing integrity, confidentiality, and/or privacy controls. OEM must have ISO: 27001 and 27018 certification.	
27	Remarks	In case two NGFWs are purchased by the purchaser, then they should include all cables, connectors, accessories, etc. to install both NGFWs in HA mode as per user requirement.	

2.10 EMS (Network Manager)

Sr. No.	Technical Specification- EMS (Network Manager)	Compliance (Yes/No)
1	General	
i)	The tool should provide complete Network monitoring & management system including: i) IT Infrastructure Monitoring (ISP Links, routers, switches, firewall servers and storages); ii) Traffic Flow Analysis with QoS Monitoring; iii) Reporting & Dash boarding with integration;	

	EMS should be able to integrate and provide monitoring & management of different OEM devices in the same network.	
ii)	The organization should have ISO 27034 and CMMI Level 3 certified for their internal processes and certificate must be provided.	
2	IT Service Management	
i)	The service management tool should be pink verify certified for below ITIL V3 processes: IM =Incident Management; AM = Asset Management; CHG =Change Management; KM = Knowledge Management; RF =Request Fulfilment; SLM = Service Level Management	
ii)	Provide Web Interface for users, Requester, customers, support staff, 3rd party vendors, Area Managers, Field Engineers , Site Engineers, Supervisors, Managers, etc.	
iii)	Provide Email to Incident Feature, Auto Merging of Email based on Context should not create duplicate Incident. 1. Provide Email interaction for logging and updating Incident, Service Request, etc.; 2. Provide Email Communication Interface and Record all the Email Communication in Chronological Order; 3. Tool admin has the option to allow certain domains for automatic conversion of emails to tickets; 4. Tool should be intelligent enough to understand email conversation chains for merging emails to a particular incident. Merging logic should be not only based on Ticket ID but also on email sender, cc responses to that email chain , Email merging should be based on Context to avoid duplicate Incidents.	
3	Discovery	
i)	The tool should have option for CSV based discovery for bulk discovery and it should allow options to add customer fields to support customer specific data to upload during discovery.	
ii)	The tool should have the option to fetch topology via SNMP for ARP tables from routers, MAC tables from layer 2 switches, cisco Discovery Protocol, Link Layer Discovery Protocol, Foundry Discovery Protocol or SynOptics Network Management Protocol. The discovery should be automated and continuous.	
iii)	The tool should have the capability to manually add any additional topology in the network. Options to add via GUI or tabular should be available. The system should also allow downloading of topology connections.	
iv)	Discovery has to work intelligently by identifying the device in the network by the given IP range and categorize into network devices and servers with vendor and model details.	
v)	Automatically learn devices that supports SNMP, HTTP, Ping, SMTP, POP3, WMI, JMX, SOAP, REST API, PDC, SSH and Telnet along with any required protocol to communicate to the devices.	
4	SLA	
i)	The solution should be able to stop SLA calculation for every node in case of known downtimes. There should be a one click alarm masking capability in the system.	
ii)	SLA calculation should be made with the consideration of both the Primary and Secondary link together (for ISP Links) instead of individual link based. The downtime calculation will be measured when both the links are down for internal reporting and link based for ISP reporting. The tool should provide the flexible	

	configuration in UI itself based on user needs.	
iii)	SLA module should have the template based configuration where each branch measurement will be different for internal and ISP reporting. User should be able to configure multiple templates for the different need and assign the related braches to the template which will give the flexible and simple configuration for different needs.	
iv)	It is not only for the branch connectivity with primary and secondary link, system should provide the flexibility for grouping multiple resources as a single service and allows the SLA computation against the service instead of individual resource / component level SLA measurement.	
5	Thresholds	
i)	The tool should support global threshold and it should have an option to define individual resource/interface statistics level threshold.	
ii)	The tool should have built in algorithms to start the monitoring with zero threshold configurations.	
iii)	The tool should have self-learning algorithms to do auto baselining and should calculate the thresholds of components or nodes automatically.	
iv)	The tool should support configurable parameter like frequency, data duration, resolution duration, sigma based polarity value, reset points to should available to fine tuning the algorithm.	
v)	All thresholds within the tool should have a set point, reset point, polarity, set point message and reset point message for ease of use.	
6	Fault Management	
i)	The tool be able to detect & highlight faults/abnormal situations occurring anywhere within the network	
ii)	The tool be able to provide Filtering, De-duplication, Holding, Suppression and Correlation capability to let user focus on the critical event that affects the business and business processes.	
iii)	The tool be able to provide multi-level/preferably six-level Severity definition, will handle events automatically and inform the designated person as per operational requirement.	
iv)	The tool should support separate Rule Engine based alarms apart from the generic threshold. a. The tool should have capability to configure threshold based on Device Group, Node, Resources/Interface, Aggregation link. b. On Selection of Nodes/Resources/Aggregation links it have flexibility to filter based on fields available in node information. c. Rules should have option to apply configuration on top of performance value or based on configured threshold alarms. d. Rules should have option configure the breach based on min, max and average values. e. The tool should be able to have option to configure rules n repeat counters. f. The tool should be able to have options to select custom alarm and clear alarm messages for individual configured rules. g. The tool should be able to have option to send severity levels like error, warning and information. h. Notifications support based on configured rules.	
v)	Provides alarm suppression withhold time and aid in prevention of flooding.	
vi)	The tool should capture the SNMP traps from network devices and convert them to link down alarms automatically.	
vii)	Provide Alarms Suppression capabilities so that any duplicated events can be tracked to provide just a single event notification.	
7	Performance Management	
i)	Monitors all traffic from all the interfaces of the network device. Provides traffic	

	Utilization based on individual interface level, nodes level or based on the group by location, branch, departments etc. as an Average, Min and Max bandwidth, utilization, throughput or any custom monitoring parameters.	
ii)	Tool should have the provision to change the polling interval to any frequency depending on the priority till the individual component / resource level like each interface might have the different polling interval in the same device based of the criticality and importance of service customer.	
8	Polling	
i)	The tool should have capability to configure business, non-business hours or custom time polling. These configuration should be available for every device as well as every component in the device.	
ii)	Provision to disable and enable the polling of specific type of devices.	
iii)	The tool should have capability to configure the maintenance period for any device. When device is in maintenance period there is no polling done and the SLA clock on the device is stopped.	
9	Notification	
i)	Provide a notification mechanism that allows administrator to define what notification channel to be used in different time of days, and able to trigger multiple notifications to alert multiple person and actions.	
ii)	Provide escalation and acknowledgement function to provide the mechanism to ensure alternative personnel will be alerted when there is a critical situation and acknowledgement mechanism for generated alerts. The escalation should be available for any number of hierarchical sequence.	
10.	Network Diagram Builder	
i)	Provides provision to draw & map user specific network diagram.	
ii)	The tool should have Integrated Web based feature to build Network Diagram, No separate client window to configure network Diagram. The builder should be a Visio like system with pre-loaded shapes and icons.	
iii)	The tool should support Drag & Drop based Network Diagram builder, Dynamically Upload Images, Customizable objects to support multiple vendors, capability to export maps in an XML format and upload to any other system.	
iv)	Any graph or network diagram configured should have functions to associate every component in the diagram to an existing node or resource. Additionally system should allow to associate any parameter being monitored to the specific element in the diagram. All network diagrams are user controlled and viewable to only specific configure users.	

2.11 Server - (With Latest Windows OS/Equivalent)

S. No.	Technical Specifications – Server (With Latest Windows OS/Equivalent)		Compliance (Yes/ No)
	Category	Detail	
1	Form Factor	Max. 1U Rack Mounted	
2	Configured CPU	Up to two Latest Generation Intel processors, (To be populated with dual processor each having 24 Cores 2.1 GHz clock speed or higher)	
3	Memory slots	32 DDR5 DIMM slots RDIMMS& LR DIMMS supporting speeds up to 4800MT/s and scalable up to 4TB of Memory	
4	Memory configured	128GB Usable. Memory should be offered in a balanced configuration so that maximum memory channels can be utilized.	
5	Capacity Drive	Server should support Up to 10 front facing SFF SAS/SATA HDDs or SAS/SATA SSDs or NVMe SSDs. System should be configured with 3* 1.9TB SSD Drive in RAID 1	
6	Boot Optimised SSD's	Each Server should be configured with 2 * 240GB using	

		latest M.2 SSD Drives.	
7	RAID/HBA Controller	24Gbps SAS RAID controller with 4GB Cache supporting RAID 0,1, 5, 6,10, 50, 60 supporting capacity drives configured in system.	
8	I/O slots	At least 2 * PCIe Gen4 Slots and 1 Gen 5 slots	
9	FC HBA	One Dual port 32G FC	
10	Ethernet ports	Min 2*Quad Port 10/25G Ethernet Ports.	
11	Certification and Compliance	Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES), Cent OS	
12	Power Supply	Platinum rated redundant Power Supply	
13	Management Integration	Support for integration with Microsoft System Center and PowerShell toolkit	
14	Power & temperature	Integrated diagnostics and Power monitoring and reporting, Dynamic Power capping.	
15	Configuration & Management	<ul style="list-style-type: none"> ▪ System should support multiple management interface like Web UI, CLI and XML API. Management solution should be able to manage different form factor hardware and provide single console. ▪ Real-time out-of-band hardware performance monitoring & alerting. ▪ Remote Power On, Off and reset from Web UI, XML API and KVM. ▪ The management tool should be able to provide global resource pooling and policy management to enable policy based automation and capacity planning ▪ Zero-touch repository manager and self-updating firmware system, Automated hardware configuration and Operating System deployment to multiple servers ▪ Virtual IO management / stateless computing ▪ The server should support industry standard management protocols like IPMI v2 and SNMP v3 and Redfish v1.01 ▪ Console record and play, Virtual Media, LDAP & HTML5 remote control. ▪ The management software should participate in server provisioning, device discovery, inventory, diagnostics, monitoring, fault detection, auditing, and statistics collection. ▪ Server management system should provide an alert in case the system is not part of OEM Hardware Compatibility list & should provide anti counterfeit. ▪ The proposed management solution should provide proactive security & software advisory alerts and should outline the fixes required to address the issues. ▪ The proposed management solution should analyze current configurations & identify potential issues due to driver & firmware incompatibility ▪ The proposed management solution should provide policy control to prevent drift of server 	

		<p>configurations.</p> <ul style="list-style-type: none"> ▪ The proposed solution should have customizable dashboard to show overall faults / health / inventory for all managed infrastructure. With option to create unique dashboards for individual users. The user should have flexibility to select names for dashboards and widgets (ex:- health, utilization etc.) 	
16	Server Node Security	<p>Should have a cyber resilient architecture for a hardened server design for protection, detection & recovery from cyber-attacks.</p> <p>Should protect against firmware which executes before the OS boots. Shall have:</p> <ul style="list-style-type: none"> ▪ Hardware based Root of Trust ▪ Signed firmware updates ▪ Secure default passwords ▪ Secure alerting ▪ Automatic BIOS recovery ▪ Rapid OS recovery ▪ Chassis Intrusion Detection ▪ System Lockdown ▪ System Drift Detection ▪ Configuration upgrades should be only with cryptographically signed firmware and software 	
17	IPV 6 compliance	The Hardware should be IPV 6 Compliant ready	
18	Miscellaneous	<p>The system has to be supplied with standard documentation, cables, Rack Mount Kit, Rails and necessary accessories.</p> <p>Rail Kit, cable management arm and latest Windows OS/Equivalent OS to be provided along with the server.</p>	

2.12 KVM Switch with Standard Keyboard-Display-Mouse:

Sr	Technical Specifications: KVM Switch with Standard Keyboard-Display-Mouse		Compliance (Yes/No)
1	LCD Panel		
	Panel size (diagonal)	1U, 19" widescreen LCD console drawer with Standard keyboard and touchpad mouse	
	Native resolution	1440 x 900	
	Brightness (cd/m ²)	300	
	Contrast ratio (typ.)	1000:01	
	Colors	16.7 M	
	Viewing angle (L/R/U/D)	80/80/80/80	
	Response time (ms)	5	
	Dot pitch (mm)	0.2835	
	Display area (mm)	408.24H x 255.15V	
	Surface treatment	Haze 25%, Hard-coating	
	Surface hardness	3H	
	Backlight type	CCFL	
MTBF (hrs)	50,000		

2	Ports		
	Video input	VGA + DVI-D single link	
	KB / MS	Combo (USB or PS2)	
	VGA console 6ft cable : CB-6 or DVI-D console 6ft cable : CX-6	Drawer end : DB-15 (VGA + USB KB / MS) Server end : VGA + USB type A Drawer end : DVI-D + DB-15 (USB KB / MS) Server end : DVI-D + USB type A	
	USB	Front USB hub port for device access	
	HDMI	1.2 video input	
3	Power		
	Input	Auto-sensing 100 to 240VAC, 50 / 60Hz	
	Consumption (console / KVM)	Screen on: Max. 25W / Max. 55W	
		Power saving mode: Max. 4W / Max. 34W	
Power button on: Max. 1W / Nil			
4	Environment		
	Operating temp.	0 to 55°C degree	
	Storage temp.	-20 to 60°C degree	
	Operating humidity	20~90%, non- condensing	
	Storage humidity	5 ~90%, non- condensing	
5	Compliance		
	EMC	FCC & CE certified	
	Safety	c UL us & CE / LVD certified	
	Environment	RoHS2 & REACH compliant	
6	KVM Cable		
	6 feet DVI-D Console Cable	Server end - DVI-D+USB Console port - DVI-D+DB15 (USB KB+MS)	
	6 feet VGA Console Cable	Server end - VGA+USB Console port - DB15 (VGA, USB KB & MS)	
7	Misc.	All cables, accessories to install the system in standard rack.	

2.13 Flat Panel Display 75 inch

Sr. No.	Technical Specifications - Flat Panel Display 75 inch		Compliance (Yes/No)
1	Display		
	Diagonal Size	75"	
	Panel Type	New Edge, 60Hz	
	Resolution	3840 x 2160	
	Pixel Pitch (HxV, mm)	0.42975(H) x 0.42975(W)	
	Brightness (Typical)	500	
	Contrast Ratio	6,000 : 1	
	Viewing Angle (H/V)	178/178	
	Response Time	8ms(Typ.)	
	Color Gamut	72%	
	Glass Haze	44%	
	Refresh Rate	60Hz	
H-Scanning Frequency	30~81kHz		

	Maximum Pixel Frequency	594MHz	
	V-Scanning Frequency	48~75Hz	
	Contrast Ratio (Dynamic)	Mega Contrast	
2	Processor	Latest Gen5 AI Processor 4K or above	
3	Operating System	Android latest version	
4	Audio	Audio Power Output: 10W + 10W; Dolby Audio	
5	Connectivity and Ports	HDMI In: 2; DP In: Yes; DVI In: 1; USB: 2; IR In: Yes; Audio In: Yes; Audio Out: Stereo Mini Jack; Video Out: Yes; RS232 In: Yes; RS232 Out: Yes; RJ45 In: Yes; WiFi: Yes (2.4GHz/5GHz); Bluetooth: Yes;	
6	Power & operation condition	Power Supply: AC 100-240V 50/60Hz; Power Consumption (On Mode):440W; Power Consumption (Sleep Mode): Under 1.0 W; Temperature: 0°C to 40°C; Humidity: 10 to 80%, non-condensing; Weight: 45 Kg Maximum;	
7	Certification	BIS	
8	Accessory	Wall mounting or table mount or VESA mount kit (as per the requirement of end user); Remote with Voice Control; All required power cables	

2.14 Flat Panel Display 85 inch

Sr. No.	Technical Specifications - Flat Panel Display 75 inch	Compliance (Yes/No)
1	Display	
	Diagonal Size	85"
	Panel Type	Slim Direct LED
	Resolution	3840 x 2160
	Pixel Pitch (HxV, mm)	0.4875(W) x 0.4875(H)
	Brightness (Typical)	500
	Contrast Ratio	3,000 : 1
	Viewing Angle (H/V)	178/178
	Response Time	8ms(Typ.)
	Color Gamut	72%
	Glass Haze	44%
	Refresh Rate	60Hz
	H-Scanning Frequency	30~81kHz
	Maximum Pixel Frequency	594MHz
V-Scanning Frequency	135kHz	
Contrast Ratio (Dynamic)	Mega Contrast	
2	Processor	Latest Gen7 AI Processor 4K or above

3	Operating System	Android latest version	
4	Audio	Audio Power Output: 10W + 10W; Dolby Audio	
5	Connectivity and Ports	HDMI In: 2; DP In: Yes; DVI In: 1; USB: 2; IR In: Yes; Audio In: Yes; Audio Out: Stereo Mini Jack; Video Out: Yes; RS232 In: Yes; RS232 Out: Yes, RJ45 In: Yes; WiFi: Yes (2.4GHz/5GHz); Bluetooth: Yes;	
6	Power & operation condition	Power Supply: AC 100-240V 50/60Hz; Power Consumption (On Mode):500W; Power Consumption (Sleep Mode): Under 1.0 W; Temperature: 0°C to 40°C; Humidity: 10 to 80%, non-condensing; Weight: 55 Kg Maximum;	
7	Certification	BIS	
8	Accessory	Wall mounting or table mount or VESA mount kit (as per the requirement of end user); Remote with Voice Control; All required power cables	

2.15 Data Networking / LAN & Networking Structured Cabling

OEM Criteria for Passive cabling system.

Sr.	Eligibility Criteria - OEM Eligibility Criteria for Passive cabling system	Compliance (Yes/No)
1	OEM Should be registered in INDIA.	
2	All LAN cable and component (Copper & Fiber) should be from single OEM.	
3	OEM must be EIA/TIA Committee Member.	
4	Data Sheets of all proposed products should be available on the OEM public website.	
5	The OEM products when installed should carry and provide 25 years of end-to-end channel performance warranty.	
6	The product quoted for cabling should be ROHS complied.	
7	The Cabling product quoted should be in accordance latest global standard to EIA/TIA, IEE, ISO/IEC and should be mentioned the data sheet.	
8	OEM should have valid ISO 9001, ISO 14001 and ISO 45001 certificate on Design, development, and manufacture of solutions for communication networks.	
9	All Product should when delivered to be submitted with FTC (Factory Test Certificates).	
10	Given Specifications are Minimum Criteria and OEM/Contractor may suggest products which are at least meeting or exceeding the product specifications.	
11	Note: Failing to comply with any of these terms and condition will lead to	

	rejection of the offer.	
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Note: The bidder shall ensure that the above Criteria shall be fully complied by OEM of Passive cabling system. In case its non-compliance is found at any stage, payment to successful bidder may not be made of such supplied items and such items (if get installed at site) shall also be not returned back to the successful bidder. Thus, bidder must to fully comply above criteria.

2.16 UTP Cable CAT 6A

Sr.	Technical Parameters – UTP Cable CAT 6A	Compliance (Yes/No)
1	Cable CAT 6A, LSZH type.. Cat 6A, 23 AWG Bare Copper Solid Conductor Unshielded LSZH Jacket, ANSI/TIA 568 C.2 / 2-D Category 6A, Min. 500 Mhz Bandwidth, Min. 10Gbps Speed.	
2	Suitable for 10GBASE-T with Min. 500Mhz of Bandwidth.	
3	4 Twisted Pair alongside PE / PVC Cross Separator.	
4	Conductor: 23AWG Solid Annealed Bare Copper.	
5	Conductor Diameter: 0.57 ± 0.03 mm	
6	Insulation: Polyethylene/ Polyolefin.	
7	Jacket: LSZH complying to IEC 60332-1 Flame Rating,	
8	Nominal Jacket Thickness : Min. 0.80mm	
9	Cable Outer Diameter: 7.2 ± 0.5 mm	
10	Operating Temperature: -20°C to $+75^{\circ}\text{C}$	
11	IEEE 802.3bt Type 1, Type 2, Type 3, Type 4 PoE Complied	
12	Cable shall not have any kind of Non Metallic Barrier Tape or any Metallic Shield inside.	
13	Flame Rating : IEC 60332-1 or Better	
14	Temperature Index & Oxygen Index should meet ASTM D 2863	
15	Bend Radius: 8 X Cable Diameter (Min.) or Better	
16	DC Resistance: $72 \Omega/\text{Km}$ max.	
17	Resistance Unbalance : 5% Max	
18	Mutual Capacitance : $\leq 5.6\text{nF}/100\text{m}$	
19	Propagation Velocity : 72% (nominal)	
20	RoHS Complied	

2.17 CAT 6A 24 Unloaded Universal Modular Straight Patch Panel

Sr.	Technical Parameters- CAT 6A 24 Unloaded Universal Modular Straight Patch Panel	Compliance (Yes/No)
1	24-Port 1U Unloaded Universal Modular Straight Patch Panel preloaded with cable support Bar (with slots to tie individual cable properly at the Support Bar.	
2	The Patch panel should be universal (stainless steel rear metal frame) and should be able to support both for UTP & STP Solutions.	
3	Patch panel should be equipped with cable strain relief retention tray (Cable Support Bar) with slots to tie individual cable properly at the Support Bar.	
4	Each port of the panel should have individual transparent labelling point.	
5	Panel must use Jack (I/O) with operating Life should be minimum 700 insertion cycles and contact material should be copper alloy. Jack (I/O) on the panel must have protection from dust and contaminants.	
6	Should be RoHS & UL 94V-0 complied.	
7	Panel shall be UL 1863 Rated or shall be certified by ETL/UL.	
8	Panel should be loaded with Cat 6 UTP information outlet Jacks with appropriate quantity.	

2.18 Cat 6A UTP Information Outlet Jack

Sr.	Technical Parameters- Cat 6A UTP Information Outlet Jack	Compliance (Yes/No)
1	SITC of Category 6A RJ45 Modular Jack, ISO/IEC 11801:2nd edition, ANSI/TIA/EIA 568-C.2 or 2-D Category 6A, interoperable and backwards compatible with Cat.6, Universal 110 Impact Tool Termination, Min. 500Mhz Bandwidth, Min. 10Gbps Speed, IDC >= 200 Re-Terminations, >= 750 Plug Mating Cycles, 1.5A Current, 30lbs Plug Retention, UL Certified, Strain Relief boot for Pairs, Bend Limiting Boot for Cable, Without Any OEM Proprietary Tool Termination.	
2	Suitable for 10G Base T applications in acc. with IEEE 802.3 up to 500 MHz.	
3	Compatible with RJ standard plugs (RJ11, RJ12, RJ45).	
4	Each Jack should be supplied with one Strain relief boot for Pairs and separate additional bend limiting boot for Cable with side split clip with the I/O and a cable tie for proper holding of cable to the JACK.	
5	Jack (I/O) must have protects from dust and contaminants.	
6	The Jack should be universal tool based connection of installation cables AWG 24 – 23 with Solid Conductor cables.	
7	IDC termination should feature Color Coding according to EIA/TIA 568-A/B, Gold-Plated Contacts, >= 750 mating cycles, >= 200 insertion cycle at IDC.	
8	Material: RoHS complied.	
9	Housing material: Polycarbonate/Flame Retardant PVC (UL-94-V0).	
10	Should be UL Certified.	
11	Interface Resistance: 20mΩ (mili Ohms)	
12	Insulation Resistance: >100MΩ (Mega Ohms)	
13	Operating Temperature : -10 to +60 °C	
14	Current Rating : 1.5 Amp	
15	I/O should be terminated using industry standard tools (punch-down) or tool less.	

2.19 CAT 6A U/UTP LSZH Patch cord 1 and 2 and 3 meter

Sr.	Technical Parameters- CAT 6A U/UTP LSZH Patch cord 1 and 2 and 3 meter	Compliance (Yes/No)
1	Cat6 Patch Cord UTP Unshielded LSZH 24AWG / 26A WG Patch Cord, Diameter < 6.0mm, 1, 2, 3 Meter, Operating Temperature -20 to +60 Deg C	
2	Cable Construction of Patch Cord : U/UTP LSZH	
3	Number of conductors : 8 (4 Twisted Pairs)	
4	Conductor Material : Bare Copper (24AWG Stranded)	
5	Cable Overall Nominal diameter : <= 6.0 mm	
6	Insulation: HDPE	
7	Cat 6A patch cord plug to have round cable holder strain relief transparent boot to avoid bending.	
8	Jacket: LSZH (Low Smoke Zero Halogen) with Flame Rating IEC 60332-1 or Better.	
9	Operating Temperature : -20 to + 60 °C	
10	Plug should have high repeatability cross talk performance with Min. 750 Cycles.	
11	Certified by ETL/UL/ NABL	

2.20 Face Plates

Sr.	Technical Parameters- Face Plates	Compliance (Yes/No)
1	Style (Square) Keystone-Type Shuttered Faceplates, 1, 2 & 4 port configurations.	
2	UK Style (Square) Keystone-Type Faceplates, 1, 2 & 4 port configurations, White	

	Color.	
3	Should be featured with spring shutter for each port.	
4	Cover and Base Plastic Material to meet Min. ABS-UL94-V2	
5	Suitable for both Flush and Wall mount gang box.	
6	Dimensions : 86 x 86 x 12.8 (mm)	

2.21 CAT6A Field Termination Plug Tool less Type-IP 20

Sr.	Technical Parameters- CAT6A Field Termination Plug Tool less Type-IP 20	Compliance (Yes/No)
1	SITC of Category 6A RJ45 Shielded Universal Modular Tooless Plug, ANSI/TIA/EIA 568-C.2 or 2-D Category 6A, Min. 500Mhz, Min. 10Gbps, UL94-V0, Bend Limiting Boot for Cable, Operating Temperature -40 to + 70 DegC, Termination Without Proprietary Tool Termination, Re-Termination 200 cycles, Insulation Force 30N, Support IEEE 802.3bt 4PPoE up to 90Watts.	
2	Suitable for 10GBASE-T applications up to 500 MHz as per Cat6A Standard.	
3	Should Accept 23-24 AWG Solid Conductors.	
4	Should meet ANSI/TIA 568-C.2 Category 6A Standard Applications, Support IEEE 802.3bt 4PPoE up to 90Watts.	
5	Should accept 5 to 8.0mm Diameter Cables	
6	Material: RoHS complied.	
7	Industrial : IP 20 Rated	
8	Should be Universal suitable for both Shielded and Unshielded Cables.	
9	Should have a Bend Limiting Removal Circular Boot for Cable with Retention strength of $\geq 7.5\text{kg}$ (between Jack and Plug)	
10	The Modular Plug shall not require any Proprietary Termination Tool for termination of Cable. It should be Tool Less termination.	

2.22 Single Mode fiber 12 core

Sr.	Technical Parameters - Single Mode fiber 12 core: -Armored Uni-Tube, Gel Free 9/125 μm , OS 2 Type Optical Fiber Cable Single Jacket	Compliance (Yes/No)
1	SITC of Armoured 12 Core Single mode (OS2) 9/125 Fiber Cable, ITU G.652.D, G.657A2 & IEC 60793-1 Complied, Outdoor ECCS Armoured Fiber Cable with PBT Loose Tube Filled Dry Core, Uni-Tube, Glass Yarn, Water Swellable Yarn , LS0H Jacket, 9.1 mm Overall Nom. Diameter, Crush Resistant 2700N & Tensile 1600N, Operating Temperature : -20 to + 70 Deg C, Max. Attenuation @1310nm & 1550nm : $\leq 0.34\text{dB/km}$ & $\leq 0.22\text{dB/km}$ Respectively, Black Color	
2	Application : The fiber cable should have Bend insensitive features to be installed in Outdoor, Duct, Trenches & Underground application.	
3	Features : The fiber cable should have excellent features of Tensile, Crush, Water Prevention with Jelly & Moisture Barrier Tape.	
4	Cable Construction	
5	Uni-tube (Central Loose Tube) with color coded fibers as per EIA/TIA	
6	Loose Tube : PBT Loose Tube filled with Water Swellable Yarn (Dry)	
7	Loose Tube Diameter : 1.8 mm Nominal	
8	Armoring : Corrugated ECCS Tape Armouring	
9	Outer Sheath : LSZH (Low Smoke Zero Helogen)	
10	Moisture Barrier : Water Swellable Yarn	
11	Strength Member over Central Tube : Glass Yarns	

12	Physical / Mechanical Characteristics	
13	Outer Diameter : 9.0 +/- 1.0 mm	
14	Nominal Jacket Thickness : 1.5 mm	
15	Tensile Strength : \geq 1600 Newton (IEC 60794-1-2-E1)	
16	Bending Radius : \leq 20*OD (IEC 60794-1-2-E11) (OD=Cable Outer Diameter)	
17	Crush Resistance : \geq 2200 Newton/100mm (IEC 60794-1-2-E3)	
18	Water Penetration : Meets IEC 60974-1-2 (24 Hr, 3Meter Sample, 1Meter Height)	
19	Weight : = 100 Kg/km Max	
20	Environmental Characteristics	
21	Operating Temperature : IEC 60794-1-2-F1 @ -20°C to +70°C	
22	Storage Temperature : EC 60794-1-2-F1 @ -10°C to +60°C	
23	Installation Temperature : EC 60794-1-2-F1 @ -20°C to +70°C	
24	Safety : ROHS to be mentioned in data sheet	
25	Optical Characteristics	
26	Fiber Type : SM (9/125) OS2 as per G.657 A2 / A1	
27	Max. Attenuation : 0.34/km dB @ 1310nm , 0.22 dB/km @ 1550nm	
28	Mode Field Diameter @ 1310nm : 8.6 +/- 0.4 μ m	
29	Cable Cut of Wavelength : \leq 1260	
30	Zero Dispersion Wavelength : 1302-1324 nm	
31	Zero Dispersion Slope : \leq 0.092 ps/nm ² .km	
32	Coating Diameter : 250 \pm 15 μ m	
33	Cladding Diameter : 125 \pm 0.7 μ m	
34	Fiber Curl : \geq 4 m radius curve	
35	Cladding Non-Circularity : \leq 1%	
36	Mode Field Concentricity error : \leq 0.8 μ m	
37	Coating/Cladding Concentricity Error : \leq 12 μ m	
38	Packaging : Wooden Spool of Min. 2KM roll	

2.23 Single Mode fiber 24 core

Sr.	Technical Parameters- Single Mode fiber 24 core: -Armored Multi-Tube, Gel Free 9/125 μ m, OS 2 Type Optical Fiber Cable Single Jacket	Compliance (Yes/No)
1	Single Mode, 9/125-micron primary coated buffers, OS2 (IEC 60793 and ITU T G657A1).	
2	Construction type-Multi-tube construction,	
3	Tube:6 Nos Polybutylene, Terephthalate (PBT)	
4	No of fibers: 24 core (6/8 Fiber per tube)	
5	Water Blocking-Water Swellable Yarn	
6	Armoring: Water Blocking Corrugated Steel Tape Armor (ECCS Tape)	
7	Strength Member-Fibre Reinforced Plastic(FRP)	
8	Ripcord:2 Nos	
9	Outer Sheath-LS0H (Low Smoke Zero Helogen)	
10	Sheath thickness-1.8 mm nominal	
11	Sheath color-Black	
12	Standards- ISO.IEC 11801 - 2nd Edition, type OS2 ; AS/ACIF S008; AS/NZS 3080, ITU-T REC G 657A1 spec for Low Water Peak fiber ,IEC 60793/60794-1 Telecordia (BELLCORE) GR 20 STDS, suitable for use in indoor / outdoor ducts, direct burial and backbone cabling, RoHS Complaint	
13	Dimensions and Mass Overall, Cable (Nominal):11.0 \pm 1.0 MM	
14	Mass (Nominal)-Max 120Kg/Km	
15	Cable length- 2 km \pm 10%	

16	Bending Radius (During installation)-20 X Overall diameters	
17	Bending Radius (During full load):10 X Overall diameters	
18	Tensile Strength-Short Term- 3500N	
19	Crush Resistance- Short Term:4400N/10 cm	
20	Operating Temperature range -20°C to 70°C	
21	Attenuation-Max. Attenuation (dB/Km) @ 1310 nm <= 0.34 @ 1550 nm <= 0.22 dB/km	

2.24 24 Port rack mounted LIU

Sr.	Technical Parameters - 24 Port rack mounted LIU with single mode LC UPC pigtail and coupler	Compliance (Yes/No)
1	SITC of 24 Port 1U x 19" LIU Loaded with Single mode OS2 LC UPC Adapters & LSZH Pigtails along with Splice Trays, Min. 4 No of Circular Cable Entry with Rubber Grommet/Glands to close any open entry, Cable Holders for Cable Entry Inside Panel, Heat Shrink Tubes for Splices, Tube for open fibers, Ties, Panel shall be Powder Coated with Min. 1.2mm Metal Sheath, 25 Years Channel Warranty. Loaded LC UPC Type LSZH Pigtails should meet IEC 61034-1 ,IEC-60332-1, IEC-60754-1, Insertion loss <= 0.35 dB, Return Loss >= 50, Attenuation: 1310/1550 : 0.3/0.2 dB/KM, Repeatability: <= 0.2DB 1000 Times Mating Cycles, RoHS Complied, Meets ANSI/TIA 568.3-D	
2	The Fiber Panel shall have Telescopic Sliding Shelf for easy smooth maintenance add/move/chas.	
3	The optical fiber Pigtails shall be supplied with panel /loaded inside each individual Port of the panel. Pigtails shall be LSZH with Single mode 9/125µm fiber.	
4	Panel shall have Min. 4 No. of Cable Entry Slots at back of the Panel supplied with Cable Holders inside Panel.	
5	Completely Enclosed without any open area to avoid any Rodent Entry.	
6	Pigtail Parameters Loaded inside Panel shall meet below mentioned requirements: -	
	Pigtail Buffer Jacket Material: LSZH complying to IEC 61034-1 ,IEC-60332-1, IEC-60754-1	
	Connector Insertion loss should be better than 0.35 dB	
	Return Loss >= 50 for UPC and >= 65 for APC	
	Attenuation: 1310/1550 : 0.3 /0.2 dB/KM	
	RoHS Complied, Meets ANSI/TIA 568.3-D	
	Repeatability: <= 0.2DB 1000 Times Mating Cycles	

2.25 Fiber Patch Cord SM, LC - LC, 3 meters, 10 Meters

Sr.	Technical Parameters - Fiber Patch Cord SM, LC - LC, 3 meters, 10 Meters	Compliance (Yes/No)
1	SITC of Fiber Patch Cord, LC Duplex - LC Duplex, 9/125µm OS2 Single mode Duplex Zip Cord (<= 2.0mm), IL <= 0.35dB, RL>= 50dB, LSZH Jacket IEC 60332-1, Operating Temperature -40°C to +85°C, Meets ANSI/TIA 568.3-D, Length 3Meter	
2	Cable : LC/LC or LC/SC or SC/SC, 9/125µm OS2 Single mode Duplex Zip Cord (<= 2.0mm). OEM Name shall be mentioned on the patch cord cable.	
3	Connectors : The optical fiber patch leads shall comprise of Single mode 9/125µm fiber	
4	Connector Insertion loss <= 0.35 dB	

5	Return Loss \geq 55 for UPC and \geq 65 for APC	
6	Jacket Material: LSZH complying to IEC 61034-1, IEC-60332-1, IEC-60754-1	
7	Length : 3 Meter, 10 Meter	
8	Attenuation: 1310/1550 : 0.35/0.20 dB/KM	
9	Operating Temperature: -40°C to +85°C	
10	Repeatability: \leq 0.2DB 1000 Times Mating Cycles	
11	OEM Name shall be printed on the Patch Cord Cable.	
12	RoHS Complied, Meets ANSI/TIA 568.3-D	

2.26 24/48 Fiber Joint Enclosure (IP 68 Rated).

Sr.	Technical Parameters- 24/48 Fiber Joint Enclosure (IP 68 Rated)	Compliance (Yes/No)
1	Dome type outdoor Fiber optic splice enclosure that used for optical Fiber cable splicing and protection in outdoor environment with wide capability range from 12 to 48 fibers, IP68 protection with Mechanical closure/Heat shrinkable tube.	
2	Wide capability range 12-48 fibers.	
3	Enclosure shall include Heat Shrinkable Sleeves, Earthing Wire, Seal Tape, Insulation Tape.	
4	Min. 7 Entrances - 3 round and 1 Oval	
5	Base Material, Splice Tray and Cover shall be of ABS Type Material	
6	Wall Mount, aerial hanger, or pole hold	
7	High impact resistance PP with anti-UV	
8	Loaded with 24F Splice Tray with Min 4 Cable Entries	
9	Rugged Design with IP68 or Better	

2.27 Resident Engineer/Network Engineer/ Desktop Engineer

Sr.	Qualification and Experience of Resident Engineer/Network Engineer/ Desktop Engineer For Operation & Maintenance of Network	Compliance (Yes / No)
1	Basic Qualification: Three years Diploma or Four years Graduate Engineering in Electronics/ Communication/ Computer Science/ Information Technology and related stream.	
2	Experience: Minimum 4 years (for Diploma Engineering) and 3 years (for Graduate Engineering) of Industry experience in the field of Networking Communication / ICT field.	
	Minimum 2 years of Experience in Managing and maintaining LAN, WAN, Wi-Fi Campus network.	
	Minimum 1 year of Experience in configuring and managing Routers, L2/ L3 switches, Wireless Access Points, Wireless LAN controller, Network Access System, EMS, NGFW and like items.	
	Training in Computer Networking.	
	Report preparation on the functionality and performance of the ICT network. Good written and verbal communication in Hindi and English or as per the requirement of end user/ ERNET India.	
3	Working Profile at User site Coordination with site officials, ERNET India, System Integrator and OEMs in respect of smooth operations, smooth maintenance, troubleshooting, problem analysis, problem resolution of Wi-Fi Campus Network.	

		<p>Operation, maintenance, configuration, updation, monitoring, problem analysis, timely problem resolution, etc. of Wi-Fi Campus Network of user site which includes Core Switch, Distribution Switch, Access Switches, Access Points, NAC, WLC, NAC, EMS, Server, Radius Server, etc.</p>	
		<p>Handholding, Usages, training of supplied items to the officials of LBSNAA to carry out the operations, management, configuration and basic troubleshooting for first level maintenance activities of the network.</p>	
		<p>Call lodging on System Integrator for all types of problems encountered in the upgraded/ revamped Wi-Fi campus network for those items which are supplied and installed by System Integrator under purview of this tender. The complaint track record, timely resolution of the problem, maintain uptime and down time details, call lodge details, uptime and down time details, etc. in the network and items and maintaining records as per SLA. Network Reports to ERNET India as per requirement and advices.</p>	
		<p>Any other ICT related work assigned by End user.</p>	
	Working hours	<p>Total 48 hours in a week Or average eight (8) hours per day for 6 days in a week. One day weekly off per week. Two (2) Earned Leaves per month which may be accumulated only in a calendar year. Required to work in flexible shifts round the clock, on holidays and festivals as per the requirement of end user / ERNET India. Punctuality in working hours. Leaves without approval will be treated as absent from the work. In line to above, working hours, timings of work, working days and leaves of the manpower will be decided by end user / ERNET India. However, end user may further relax working hours as per working hours of their institute/ office/ department.</p>	
	Replacement	<p>In case manpower/ engineer is absent without information to End user / ERNET India for more than 5 days, vendor shall provide its replacement within 7 days from reporting of such absence to them by end user/ ERNET India.</p> <p>Vendor shall provide replacement of Engineers who have habitual absence from duty within 7 days from such request to them.</p> <p>Vendor shall provide replacement of Engineers whose work is not found satisfactory to end user (within ten days from such request to vendor by end user / ERNET India).</p> <p>The new manpower requested by end user / ERNET India shall be provided by the vendor within 40 days from PO date.</p> <p>Payment of the vendor is liable to be deducted for the amount equal to the double number of days for which manpower / engineer is absent without information or taking additional leaves than allowed or vendor is not able to provide manpower within above mentioned permissible time frames.</p>	

	Vendor shall provide satisfactory work report of engineers from end user for the release of manpower payment.	
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Note for the bidder:

1. The bidder should mention Make and Model of all items quoted by them in their technical bid also. The supplied items at User site shall meet to the technical specifications as mentioned in the tender document. However, bidder is restricted to supply the items of same Make and Model which are quoted in their bid. ERNET India will see the compliance statements submitted by the bidders. The bidders are also required to submit the Data sheet of all quoted items in their technical bid.

2. The bidder shall ensure that all active items shall be supplied with all required accessories for their full installation at site. The bidder shall ensure that all passive items which do not have separate line item in this tender for their installation /laying should be quoted inclusive of their installation/ laying cost at site. The bidder shall ensure that scope of work to be performed by the bidder under this tender is on turnkey basis at LBSNAA Mussoorie user site for upgrading/ revamping the existing Wi-Fi campus network, thus bidder shall take care of including allcost of all miscellaneous accessories required for the installation of quoted items which are not mentioned in the tender.

3. The bidder shall ensure that all quoted items under this tender should be fully complied with their technical specifications as mentioned in this section. In case any non-compliance in technical specifications of the supplied items (s) will be found, then acceptance of the work will not be considered and payment will not be released to the bidder till bidder replaces the item (s) with correct item (s) in line to the tender terms and conditions and with the consent of ERNET India.

4. ERNET India at its own discretion may accept minor deviations in the technical specifications of items which may not affect the functionality and performance of Wi-Fi campus network. However, bidder has to specifically mention such minor deviations in the technical specifications of quoted items while submitting the technical bid.

5. The bidder shall ensure that Wi-Fi campus network of LBSNAA Mussoorie shall be upgraded / revamped as per the scope of this tender and as per the purchase order issued on the bidder. The upgraded / revamped network shall be fully functional in accessing the Internet and Intranet access at user site and shall be required to be demonstrated to the user and ERNET India for acceptance.

Section VII: Financial Bid Format

This Financial Bid Format template must not be modified, replaced by the bidder, else the bid of prospective bidder is liable to be rejected for this tender.

All amounts are in Rs.									
Sr. No.	Item Description	Make and Model	Qty.	Unit	Unit Price	Rate of GST in %	Amount of GST	Total unit Price with GST	Total Price with GST
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i=f+h)	(j=i x d)
(I)	Active Items								
1	Core Switch		2	Nos.					
2	Distribution Switch- 24 Port		8	Nos.					
3 (a)	Access Switch -24 Port PoE		24	Nos.					
(b)	Access Switch -48 Port PoE		39	Nos.					
(c)	Multi Gigabit - 24 Port PoE		12	Nos.					
4 (a)	Indoor Access Point		250	Nos.					
(b)	Outdoor Access Point		15	Nos.					
5	WLC in HA		1	Nos.					
6	NGFW		2	Nos.					
7	EMS (Network Manager)		1	Nos.					
8	Transceivers - 10G Single Mode		160	Nos.					
9	Transceivers - 40G Single Mode		35	Nos.					
10	Server (With Latest Windows OS/Equivalent)		1	Nos.					
11	KVM switch with standard Keyboard-Display-Mouse		1	Nos.					
12	Flat Panel Display 75 inch		4	Nos.					
13	Flat Panel Display 85 inch		4	Nos.					
	Sub Total-I (Total Price of all the items from Sr. 1 to 13 under Active Items)								

(II) 1st Year AMC after 3 years of warranty									
1	Core Switch	-	2	Nos.					
2	Distribution Switch- 24 Port	-	8	Nos.					
3 (a)	Access Switch -24 Port PoE	-	24	Nos.					
(b)	Access Switch -48 Port PoE	-	39	Nos.					
(c)	Multi Gigabit - 24 Port PoE	-	12	Nos.					
4 (a)	Indoor Access Point	-	250	Nos.					
(b)	Outdoor Access Point	-	15	Nos.					
5	WLC in HA	-	1	Nos.					
6	NGFW	-	2	Nos.					
7	EMS (Network Manager)	-	1	Nos.					
8	Transceivers - 10G Single Mode	-	160	Nos.					
9	Transceivers - 40G Single Mode	-	35	Nos.					
10	Server (With Latest Windows OS/Equivalent)	-	1	Nos.					
11	KVM switch with standard Keyboard-Display-Mouse	-	1	Nos.					
12	Flat Panel Display 75 inch	-	4	Nos.					
13	Flat Panel Display 85 inch	-	4	Nos.					
Sub Total-II (Total of 1st year AMC price of all the items from Sr. 1 to 13 under 1st year AMC)									
(III) 2nd Year AMC (after 1st year AMC)									
1	Core Switch	-	2	Nos.					
2	Distribution Switch- 24 Port	-	8	Nos.					
3 (a)	Access Switch -24 Port PoE	-	24	Nos.					
(b)	Access Switch -48 Port PoE	-	39	Nos.					
(c)	Multi Gigabit - 24 Port PoE	-	12	Nos.					

4 (a)	Indoor Access Point	-	250	Nos.					
(b)	Outdoor Access Point	-	15	Nos.					
5	WLC in HA	-	1	Nos.					
6	NGFW	-	2	Nos.					
7	EMS (Network Manager)	-	1	Nos.					
8	Transceivers - 10G Single Mode	-	160	Nos.					
9	Transceivers - 40G Single Mode	-	35	Nos.					
10	Server (With Latest Windows OS/Equivalent)	-	1	Nos.					
11	KVM switch with standard Keyboard-Display-Mouse	-	1	Nos.					
12	Flat Panel Display 75 inch	-	4	Nos.					
13	Flat Panel Display 85 inch	-	4	Nos.					
Sub Total-III (Total of 2nd year AMC price of all the items from Sr. 1 to 13)									
(IV)	Passive Items								
Sr. No.	Item Description	Make and Model	Qty.	Unit	Unit Price	Rate of GST in %	Amount of GST	Total unit Price with GST	Total Price with GST
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i=f+h)	(j=i x d)
1	UTP Cable CAT 6A, 305 Meter Box		16	Box					
1 (i)	Laying of UTP Cable CAT 6A	-	5000	Meter					
2	Information Outlet CAT 6A Single (1-Port)		100	Per Unit					
3	Patch cord CAT-6, 1 Meter		450	Per Unit					
4	Patch cord CAT-6, 2 Meter		450	Per Unit					
5	Installation of UTP Cable at IO at Jack Panel end	-	900	Nos.					
6	Testing of UTP cable	-	900	Nos.					
7	24 Port Jack Panel		10	Per Unit					

8	Wire Manager		10	Per Unit				
9	24 Core, SM, OFC Cable		3000	Meter				
10	12 Core, SM, OFC Cable		6500	Meter				
11	Laying of OFC Cable-Underground	-	6500	Per Meter				
11(i)	Laying of OFC Cable-Overhead	-	3000	Per Meter				
12	Optical Fiber Patch Cord, SM, LC to LC-3 Meter		265	Per Unit				
13	Optical Fiber Patch Cord, SM, LC to LC-10 Meter		40	Per Unit				
14	19", 12U Floor standing rack, 500mm Depth		5	Per Unit				
15	19", 24U Floor standing rack, 600mm Depth		5	Per Unit				
16	19", 42U Floor standing rack, 600mm Depth		2	Per Unit				
17	LIU, 24 Fiber, Rack mount (LC)/(SM)		75	Per Unit				
17(i)	Installation of LIU, 24 Fiber, Rack mount (LC)/(SM)	-	75	Nos.				
18	LC Pigtails (SM)		1000	Per Unit				
18(i)	Splicing of SC Pigtails (SM)		1000	Nos.				
19	Outdoor Fiber Joint Enclosure		10	Per Unit				
20	Field Termination Plug For WiFi		20	Per Unit				
21	HDPE Pipe 50MM		2000	Meter				
22	HDPE Pipe 120MM		1200	Meter				
22(i)	Installation of HDPE Pipe	-	3200	Meter				
23	Cable Pulling Pit		40	Nos.				
24	Supply of PVC Duct 15x15		250	Meter				
24(i)	Installation of PVC Duct 15x15	-	250	Meter				
25	Supply of PVC Duct 25x25		250	Meter				
25(i)	Installation of channel 25x25	-	250	Meter				
26	Supply of PVC Duct 45x25		250	Meter				

26(i)	Installation of channel 45x25	-	250	Meter				
27	Supply of Conduit Pipe 25mm		400	Meter				
27(i)	Installation of conduit pipe 25 mm	-	400	Meter				
28	Supply of Conduit Pipe 40mm		300	Meter				
28(i)	Installation of conduit pipe 40 mm	-	300	Meter				
29	Supply of Conduit Pipe 50mm		250	Meter				
29(i)	Installation of conduit pipe 50 mm	-	250	Meter				
30	Supply of GI Pipe 50mm		1000	Meter				
31(i)	Installation of GI Pipe 50MM	-	1000	Meter				
32	Supply of GI Pipe 125mm		1000	Meter				
32(i)	Installation of GI Pipe 125MM	-	1000	Meter				
33	Route Marker		100	Nos.				
33(i)	Fixing of Route Marker		100	Nos.				
34	Installation & dressing of Patch cables with cable Tie (per Node)	-	1168	Nos.				
35	Digging of concrete/ soil		1000	Meter				
36	Excavation & Resurfacing of the road with cement/ soil		1000	Meter				
37	Ferruling of UTP cables (per node)		1168	Nos.				
38	Supply & installation of Buffer tubing Kit		3	Nos.				
39	Fixing of Cable Pulling Pit		10	Nos.				
40	Performance Testing of Laid OFC		3	Nos.				
41	Installation of the concealed waterproof Box		10	Nos.				
42	Installation of outdoor fiber enclosure		10	Nos.				
43	Detailed site survey, solution designing of the network to be implemented and Hand Holding of the items		1	Nos.				
Sub Total-IV (Total price of all items from Sr. 1 to 43 under Passive items)								

(V)	Manpower								
1	Resident Engineer/Network Engineer/ Desktop Engineer For Operation & Maintenance of Network for 1st year	-	5	Nos.					
2	Resident Engineer/Network Engineer/ Desktop Engineer For Operation & Maintenance of Network for 2nd year	-	5	Nos.					
3	Resident Engineer/Network Engineer/ Desktop Engineer For Operation & Maintenance of Network for 3rd year	-	5	Nos.					
	Sub Total-V (Total price of all items from Sr. 1 to 3 under Manpower)								
Total Price (Sub Total –I + Sub Total –II + Sub Total –III + Sub Total –IV + Sub Total –V)									

For ready reference some important Terms and Conditions of the tender are given below:

- All prices should be in Indian Rupees (INR) only.
- Above given Financial Bid Format is for evaluating L1 bid / bidder. The bidder, whose TOTAL PRICE will be lowest in the financial bid, shall be declared as successful bidder (L-1) by ERNET India, subject to meeting all terms and conditions of the tender. If financial bid of bidder (s) does not comply to the terms and conditions mentioned in the tender, then these financial bids may be declared as non-responsive/ rejected.
- For all active items, AMC price per year per item should not be less than 5% of that item price (inclusive of GST). It is mandatory condition. If this condition is not complied, the financial bid of bidder (s) is liable to be rejected.**
- All the prices should be quoted in the format as above provided by ERNET India failing which the bid may be rejected. Also any conditional Price Bid may be rejected.
- The bidders should mention make and model of all active items compulsorily in above given format of financial bid while submitting financial bid.
- The bidders should mention make and model of all passive items wherever applicable compulsorily in above given format of financial bid while submitting

financial bid.

7. All quoted and supplied items (both active items and passive items) will be under On-Site Comprehensive Warranty for a minimum period of Three (03) Years from the date of acceptance of the 'Wi-Fi enabled campus network setup up by the bidder at user site of ERNET India. Additionally, all supplied passive items shall also remain under normal warranty for additional two years after 3 years of on-site comprehensive warranty [i.e. all passive items will be under on-site comprehensive warranty for initial three (3) years period from the date of acceptance and thereafter will be under normal warranty for another two (2) years]. However, if longer warranty periods are specifically mentioned against any passive item (s) in the tender, then same will be applicable.
8. ERNET India may purchase AMC/ maintenance services for full year or part of the year. The amount applicable for the part of the year shall be calculated on pro-rata basis.
9. ERNET India may purchase maintenance services for all items or for only few selected items.
10. Bidder should quote Core switches, Distribution Switches, Access Switches, Giga Bit Switches, Indoor Access Points, Outdoor Access Points and WLC of same OEM and Make.
11. Bidder should quote Flat Panel Displays of same OEM and Make.
12. Bidder should quote a particular item of only one make and model.
13. All quoted items should support seamless integration and inter-operability among them for their full functionality.
14. All items should be quoted along with necessary accessories and software for their proper installation and good functionality of the network.
15. The quotation has been submitted for all items strictly as per the specifications and been given compliance in this regard.
16. The bidder should ensure that there should be No deviations in the technical specifications as asked in the tender.
17. The AMC services may be purchased directly by ERNET India and/or LBSNAA Mussoorie.
18. ERNET India shall also have full right to issue the off line Purchase Order (s) from ERNET India office.
19. All terms and conditions of Tender Document shall be applicable with above Financial Bid.

2. The bidder shall also provide the following Financial Bid Letter

<<To be provided on the letterhead of the bidder >>

<Location, Date>

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Subject: Submission of the Bid to the TENDER No <..... > dated <..... >

Dear Sir,

For Participating in TENDER titled ““Revamping / Upgradation of Existing Wi-Fi Network of LBSNAA, Mussoorie” through Govt. e-Marketplace (GeM)”,

We, the undersigned Bidder, having read and examined in detail the Tender documents in respect of ““Revamping / Upgradation of Existing Wi-Fi Network of LBSNAA, Mussoorie”” do hereby propose to provide product & services as specified in the Tender document number < >, Dated: < >

1. Price and Validity

- All the prices mentioned in our bid are in accordance with the terms as specified in the Tender documents. The offer and other terms and conditions of this bid are valid for a period of 180 calendar days from the date of submission of the bid.
- We hereby confirm that our bid prices include all Levies, duties etc. and with GST.
- We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altered under the law, we shall pay the same.

2. Unit Rates

We have also indicated the unit cost, total cost and GST for the purpose of calculating bid value for financial evaluation. In case of any minor error in calculation of total cost, the unit rate shall prevail for calculating the total cost.

3. Deviations

We declare that all the services shall be performed strictly in accordance with the Tender documents.

4. Qualifying Data

We confirm having submitted the information as required by you in your tender. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

5. Bid Price

We declare that our Bid Price is for the entire scope of the work as specified in the Tender documents.

6. Contract Performance Guarantee Bond

- We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the Tender.
- We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept the bid you receive. We confirm that no technical deviations are attached here with this bid including financial bid.

Thanking you,

Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :

(Company Seal)

Section VIII: Forms & Annexures**1. Form 1: Bid Form (Covering Letter)**

(To be submitted as part of Technical bid, along with supporting documents)
(On Bidder's Letter-head)

To

Registrar & CPO
ERNET India, 5th Floor,
Block-I, A Wing, DMRC IT Park,
Shastri Park, Delhi-110053
Ref: Your Tender Document No. Tender No./xxxx;

Ref: Tender No. EI-D-TECH001/44/2023-NC, Date 12.02.2025

Sir/ Madam,

Having examined the abovementioned Tender Document, we, the undersigned, hereby submit, upload our Technical Bid and Financial Bid Format for the "Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie (Uttarakhand)" meeting all the terms & conditions mentioned in the tender document through Govt. e-Marketplace (GeM) –reg.

a) Our Credentials

We are submitting this bid on our behalf, registered in India under the Indian Companies Act 1956/2013 as amended Our company law and taxation regulatory requirements and authorization for signatories and related documents are submitted in **Form 2 -Bidder Information.**

b) Our Eligibility and Qualifications to participate

We comply with all the eligibility criteria stipulated in this Tender Document, and the relevant declarations are made along with documents in the given Forms. We fully meet the eligibility & qualification criteria stipulated in this Tender Document, and the relevant details are submitted along with documents in **Form 6: 'Eligibility & Qualification Criteria – Compliance'.**

c) Our Bid to supply of Services

We offer to supply items and services of requisite specification and within Delivery Schedules in conformity with the Tender Document. The relevant details are submitted in the **Form 4: 'Bill of Quantity – Compliance'** and in the **Form 4.1: 'Technical Specifications- Compliance.'**

d) Prices

We hereby offer to perform the items and services at our lowest prices. The prices in this offer have been arrived at independently, without restricting competition, any consultation, communication, or agreement with any other bidder or competitor relating to:

- i) those prices; or
- ii) the intention to submit an offer; or
- iii) the methods or factors used to calculate the prices offered.

The prices in this offer have neither been nor shall be knowingly disclosed by us, directly or indirectly, to any other bidder or competitor before bid opening or contract award unless otherwise required by law.

e) Affirmation to terms and conditions of the Tender Document

We have understood the complete terms and conditions of the Tender Document. We accept and comply with these terms and conditions without reservations and deviations.

f) Bid Securing Declaration /EMD

We have submitted the Bid Securing Declaration (BSD, in lieu of Bid Security) / EMD in stipulated

format vide **Form 9: 'Documents Relating to Bid security.'**

g) Abiding by the Bid Validity

We agree to keep our bid valid for acceptance for a period upto **180 days** from bid submission, as required in the Tender Document and for a subsequently extended period, if any and are aware of penalties in this regard stipulated in the Tender Document in case we fail to do so.

h) Non-tempering of Downloaded Tender Document and Uploaded Scanned Copies

We confirm that we have not changed, edited the contents of the downloaded Tender Document. We realize that any such change noticed at any stage, including after the contract award, shall be liable to punitive action in this regard stipulated in the Tender Document. We also confirm that scanned copies of documents, affidavits, undertakings uploaded along with our Technical bid are valid, true, and correct to the best of our knowledge and belief. If any dispute arises related to the validity and truthfulness of such documents, affidavits, undertakings, we shall be responsible for the same. Upon accepting our Financial bid, we undertake to submit for scrutiny, on-demand by ERNET India, originals, and self-certified copies of all such certificates, documents, affidavits, undertakings.

i) A Binding Contract

We further confirm that, if our bid is accepted, all such terms and conditions shall continue to be acceptable and applicable to the resultant contract, even though some of these documents may not be included in the contract Documents submitted by us. We do hereby undertake that, until a formal contract, purchase orders are signed or issued, this bid, together with your POs shall constitute a binding contract between us during the entire period as mentioned in the tender document with all terms and conditions.

j) Performance Guarantee and Signing the contract

We further confirm that, if our bid is accepted, we shall provide you with Performance Security of the required amount stipulated in the Tender Document for the due performance of the contract. We are fully aware that in the event of our failure to deposit the required security amount, failure to execute the agreement, ERNET India has the right to avail any or all punitive actions laid down in this regard, stipulated in the Tender Document.

k) Signatories

We confirm that we are duly authorized to submit this bid and make commitments on behalf of the Bidder. Supporting documents are submitted in **Form 2: 'Bidder Information'** annexed herewith. We acknowledge that our digital/digitized signature is valid and legally binding.

l) Rights of ERNET India to Reject bid(s)

We further understand that you are not bound to accept the lowest or any bid you may receive against your above referred Tender Document.

.....
(Signature with date)

.....
(Name and designation)

Duly authorized to sign bid for and on behalf of
[name& address of Bidder and seal of company]

2. Form 2: Bidder Information

(To be submitted as part of Technical bid along with supporting Documents)
 (On Company Letter-head)
 (Along with supporting documents, if any)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____

Date.....

Ref: Tender No. EI-D-TECH001/44/2023-NC, Date 12.02.2025

Note: Bidder shall fill this Form by following the instructions indicated below. No alterations to its format is permitted, and no substitutions is accepted. Bidder shall enclose certified copies of the documentary proof, evidence, etc. to substantiate the corresponding statement wherever necessary and applicable. Bids shall be liable to be rejected as nonresponsive if Bidder submits any wrong or misleading information and ERNET India may invoke Bid Security Declaration.

(Please tick appropriate boxes or strike out sentences/ phrases not applicable to you)

a. Bidder particulars

- a) Name of the Company:.....
- b) Corporate Identity No. (CIN):
- c) GeM Supplier ID
- d) Place of Registration
- e) Complete Postal Address:
- f) Pin code:
- g) Telephone nos. :
- h) Mobile Nos.:
- i) Contact persons/ Designation:
- j) Email IDs:

Submit documents to demonstrate Qualification eligibility as per Qualification Criteria section. Certificate of incorporation/Registration attested by Company Secretary/ Authorized Signatory shall be provided.

b. Taxation Registrations

- a) PAN number:
- b) Type of GST Registration as per the Act (Normal Taxpayer, Composition, Casual Taxable Person, SEZ, etc.):
- c) GSTIN number:
- d) We solemnly declare that our GST rating on the GST portal/ Govt. official website is not negative/ blacklisted.

Documents to be submitted: Self-attested Copies of PAN card and GST Registration.

c. Authorization of Person(s) signing the bid on behalf of the Bidder

- a) Full Name: _____
- b) Designation: _____
- c) Signing as: _____

The person signing the bid is the constituted attorney by a resolution passed by the Board of Directors or Power of attorney given on stamp paper by authorize person.

Documents to be submitted: Power of Attorney/ Board Resolution

d. Bidder's Authorized Representative Information

- a) Name:
- b) Address:
- c) Telephone/ Mobile numbers:
- d) Email Address:

(Signature with date)

.....

(Name and designation)

Duly authorized to sign bid for and on behalf of.....

[name& address of Bidder and seal of company]

Dated.....

Place.....

3. Form 3: Eligibility Declarations

(To be submitted as part of Technical bid)
 (On Company Letter-head)
 (Along with supporting documents, if any)

Ref: Tender No. EI-D-TECH001/44/2023-NC, Date 12.02.2025

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date.....

Eligibility Declarations

(Please tick appropriate boxes or cross out any declaration not applicable to the Bidder)

We hereby confirm that we are comply with all the terms & conditions mentioned in the tender document including clauses mentioned in the NIT and ITB sections and declare that we shall provide evidence of our continued eligibility to ERNET India as may be requested:

a. **Legal Entity of Bidder:** _____

We solemnly declare that we :

- a) Are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of these reasons;
- b) (including our Contractors, subcontractors for any part of the contract):
 - i. Do not stand declared ineligible, blacklisted, banned, debarred by Government from participation in its Tender Processes; and/ or
 - ii. Are not convicted (within three years preceding the last date of bid submission) or stand declared ineligible, suspended, blacklisted, banned, debarred by appropriate agencies of Government of India from participation in Tender Processes of all of its entities, for offences mentioned in Tender Document in this regard. We have neither changed our name nor created a new "Allied Firm", consequent to the above disqualifications.
- c) We certify that we fulfil any other additional eligibility condition if prescribed in Tender Document.
- d) We have no conflict of interest, which substantially affects fair competition. The prices quoted are competitive and without adopting any unfair, unethical, anti-competitive means. No attempt has been made or shall be made by us to induce any other bidder to submit or not to submit an offer to restrict competition.
- e) We have gone through F.No.6/18/2019 – PPD dated 23rd July 2020 issued by Department of Public Procurement, Ministry of Finance, Govt. of India and certify as follows:

I hereby certify that the <<<<bidder's name>>>> :

(i) is not from such a country

or

(ii) is from such a country and has been registered with the Competent Authority in India which makes the bidder eligible to participate in this Tender/ RFP. [Evidence of valid

registration by the Competent Authority attached.]

I hereby certify that <<<<<<bidder name>>>> fulfils all requirements in this regard and is eligible to be considered.

{Strike out inapplicable clause i.e. clause (i) or (ii)}

b. Make in India Status:

Having read and understood the Public Procurement (Preference to Make in India PPP - MII) Order, 2017 (as amended and revised till date) and related notifications from the relevant Nodal Ministry/ Department, and solemnly declare the following:

a. Self-Certification for the category of suppliers:

(Provide a certificate from statutory auditors/ cost accountant for Class-I or Class-II Local Suppliers). Details of local content and location(s) at which value addition is made are as follows:

Local Content and %age	
Location(s) of value addition	

Therefore, we certify that we qualify for the following category of the supplier (tick the appropriate category):

- Class-I Local Supplier/
- Class-II Local Supplier/

Having read and understood the Public Procurement (Preference to Make in India PPP - MII) Order, 2017 (as amended and revised till date) and related notifications from the relevant Nodal Ministry/ Department, and solemnly declare the following:

b. We declare that

- There is no country whose bidders have been notified as ineligible on a reciprocal basis under this order for the offered items & services, or
- We do not belong to any Country whose bidders are notified as ineligible on a reciprocal basis under this order for the offered items and services.

Penalties for false or misleading declarations

We hereby confirm that the particulars given above are factually correct and nothing is concealed and undertake to advise any future changes to the above details. We understand that ERNET India may invoke Bid Security Declaration, if any wrong or misleading self-declaration submitted by us.

(Signature with date)

(Name and designation)

Duly authorized to sign bid for and on behalf of

Dated.....

Place.....

[name& address of Bidder and seal of company]

4. Form 4: Bill of Quantity- Compliance
(on Company Official Letter Head)

Bidder’s Name& Address _____
Bidder’s Reference No. _____ Date.....

To

Registrar & CPO
ERNET India, 5th Floor,
Block-I, A Wing, DMRC IT Park,
Shastri Park, Delhi-110053

Ref: Tender No. EI-D-TECH001/44/2023-NC, Date 12.02.2025

Subject: Bill of Quantity (BoQ) Compliance

There are no deviations (null deviations) in Bill of Quantity and conditions mentioned in Tender Document. <<M/s Bidder’s Name ->> certify that our proposal includes all the items and services specified in tender document.

We understand that the requirement of items and services as briefed in **Section VI- Bill of Material**. We confirm that we have undertaken our own assessment for complete implementation of project and accordingly we have considered extra items, services, software, applications etc. (if any) and will be provided by << M/s Bidder’s Name >>>> to complete the project meeting all terms and conditions mentioned in the tender document.

“This is to certify that our proposed bid includes all the items and services mentioned in **Section VI- Bill of Material** as well as other material and services based on self-assessment to complete the project and meets all the requirements of the tender document including but not limited to Scope of Work (including SLAs), project requirements and functional specifications, requirements, etc.

In case, any item, service, software, etc is found non-compliant at any stage during work and project implementation or after acceptance, it would be replaced with a fully compliant product, solution at no additional cost to ERNET India. In case of non-adherence of this activity, ERNET India reserves the right to cancel the contract/ purchase orders, in case the these are awarded to us by ERNET India.

We shall comply with warranty, maintenance requirements as mentioned in the Tender Document with all terms of the tender. We further confirm that our technical and financial bid is for the entire scope of work, comprising all required components and our obligations, for meeting the scope of work and tender terms & conditions.

(Signature with date) _____
(Name and designation) _____
Duly authorized to sign bid for and on behalf of
[name& address of Bidder and seal of company]

Form 4.1: Technical Specifications- Compliance

(on Company Official Letter Head)

Bidder’s Name& Address _____
 Bidder’s Reference No. _____

Date.....

To

Registrar & CPO
 ERNET India, 5th Floor,
 Block-I, A Wing, DMRC IT Park,
 Shastri Park, Delhi-110053

Ref: Tender No. EI-D-TECH001/44/2023-NC, Date 12.02.2025

Subject: Section VI- Compliance in r/o Bill of Material & Technical Specification

There are no deviations (null deviations) in Technical Specification mention in **Section VI- Bill of material** in Tender Document. <<M/s----->> certify that our proposal fulfil specification of each Equipment & Service specified in tender document.

We understand that the Specification of equipment(s) & services briefed in **Section VI- Bill of material**; we certify that our proposed equipment(s) & services are same or higher than the minimum technical specifications as given in the tender document.

In case, any equipment or software or services is found non-compliant at any stage during project implementation or after acceptance, it would be replaced with a fully compliant product/ solution at no additional cost to ERNET India. In case of non-adherence of this activity, ERNET India reserves the right to cancel the contract, in case the said Contract is awarded to us by ERNET India.

We further confirm that our commercial proposal is for the entire scope of work, comprising all required components, specifications and our obligations, for meeting the scope of work.

Enclosure: -

1. **Compliance Statement of Section- VI and required and relevant documents like technical data, literature, drawings, datasheets, test Reports/ Certificates and or/ or Type Test Certificates (if applicable/ necessary) with supporting documents, to establish that the Equipment and Services offered in the bid fully conform to the Equipment and Services specified by the ERNET India in the Tender Document along with this compliance.**
2. **Make and Model of offered equipment(s) is tabulated below:**

S. No.	Item name, in brief	Make	Model	MAF Submitted (Yes/No)	Compliance of Section-VI along with reference submitted (Yes/No)	Datasheet submitted (Yes/No)
1	Core Switch					
2	Distribution Switch -24 Port					
3 (a)	Access Switch -24 Port PoE					
(b)	Access Switch -48 Port PoE					

(c)	Multi Gigabit Switch - 24 Port PoE					
4 (a)	Indoor Access Point					
(b)	Outdoor Access Point					
5	WLC in HA					
6	Nest Generation Firewall (NGFW)					
7	EMS (Network Manager)					
8	Transceivers - 10G Single Mode					
9	Transceivers - 40G Single Mode					
10	Server (With Latest Windows OS/Equivalent)					
11	KVM switch with standard Keyboard-Display-Mouse					
12	Flat Panel Display 75 inch					
13	Flat Panel Display 85 inch					

Note: All Core switches, Distribution switches, Access switches, Access Points, W-LAN controller and Transceivers quoted in the bid by the bidder should be of same OEM. All Flat Panel Displays quoted in the bid by the bidder shall be of same OEM.

Yours faithfully,

(Signature with date)

.....

(Name and designation)

(Duly authorized to sign bid for and on behalf of [name & address of Bidder and seal of company])

5. Form 5: Scope of Work - Compliance
(on Company Official Letter Head)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____

Date.....

To

Registrar & CPO
ERNET India, 5th Floor,
Block-I, A Wing, DMRC IT Park,
Shastri Park, Delhi-110053

Ref: Tender No. EI-D-TECH001/44/2023-NC, Date 12.02.2025

Subject: **Scope** of Work Compliance

There are no deviations (null deviations) in the Scope of work section mentioned in Tender Document. <<M/s----->> certify that our proposal fulfils Scope of work including terms & conditions specified in tender document.

We understand and comply fully the scope of work including terms & conditions mentioned in the tender document. We certify that our proposed items & services are with same or higher specifications than the required and mentioned items & services in the tender document including its all terms.

In case, any item, service, software, etc is found non-compliant at any stage during project implementation or after acceptance, it would be replaced with a fully compliant solution at no additional cost to ERNET India. In case of non-adherence of this activity, ERNET India reserves the right to cancel the contract, purchase order, etc, in case these are awarded to us by ERNET India.

We further confirm that our commercial proposal is for the entire scope of work, comprising all required items, services, components, specifications, terms & conditions and our obligations, for meeting the scope of work.

.....
(Signature with date)

.....
(Name and designation)

Duly authorized to sign bid for and on behalf of

.....
[name& address of Bidder and seal of company]

6. Form 6: Eligibility & Qualification Criteria - Compliance
 (on Company Official Letter Head)

Bidder's Name _____
 [Address and Contact Details]

Bidder's Reference No. _____ Date.....

To

Registrar & CPO
 ERNET India, 5th Floor,
 Block-I, A Wing, DMRC IT Park,
 Shastri Park, Delhi-110053

Ref: Tender No. EI-D-TECH001/44/2023-NC, Date 12.02.2025

Subject: Section- Eligibility & Qualification Criteria - Compliance

Note to Bidders: Statements and documents to confirm conformity to Eligibility & Qualification Criteria of this tender shall be mentioned & attached herewith. You shall attach documents as required for eligibility & qualification criteria. Add additional details not covered elsewhere in your bid in this regard. Non-submission or incomplete submission of documents may lead to rejection of the bid as nonresponsive.

Sl. No.	Document Attached, duly filled, signed, and copies self-attested
1	
2	
3	
..	

(Signature with date)

 (Name and designation)
 Duly authorized to sign bid for and on behalf of.....
 [name & address of Bidder and seal of company]
 Dated.....
 Place.....

7. Form 7: Experience Statement
Statement of completion of Project Last five Years
 (on Company Official Letter Head)

Bidder's Name _____
 [Address and Contact Details]

Bidder's Reference No. _____ Date.....

To

Registrar & CPO
 ERNET India, 5th Floor,
 Block-I, A Wing, DMRC IT Park,
 Shastri Park, Delhi-110053

Ref: Tender No. EI-D-TECH001/44/2023-NC, Date 12.02.2025

Subject: **Section- Qualification Criteria - Compliance**

Note to Bidders: Fill up this Form for your past performance, experience, etc. highlighting the qualification to supply relevant items & services as specified in Qualification Criteria section of Tender Document. Statements and Documents to the Experience Statement shall be mentioned and attached herewith. Add additional details, not covered elsewhere in your bid in this regard.

Order issued by (Complete address along with contact no.)	Purchase Order No. & Date	Project detail	Start Date of Project	Completion Date of Project	Project Value

Enclosure: Relevant Document Attached.

Yours faithfully,

(Signature with date)

.....

(Name and designation)

Duly authorized to sign bid for and on behalf of.....

[name& address of Bidder and seal of company]

8. Form 8: Terms & Conditions- Compliance
(on Company Official Letter Head)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____

Date.....

To

Registrar & CPO
ERNET India, 5th Floor,
Block-I, A Wing, DMRC IT Park,
Shastri Park, Delhi-110053

Ref: Tender No. EI-D-TECH001/44/2023-NC, Date 12.02.2025

Subject: **Terms & Conditions- Compliance**

- 1) With reference to our Bid submitted against the above referred Tender no....., we hereby confirm that we comply with all terms, conditions and specifications of the Tender Documents read in conjunction with Amendment(s), Clarification(s) (if any) issued by ERNET India prior to last date of submission of bids and the same has been taken into consideration while submitting our bid and we declare that we have not taken any deviation in this regard.
- 2) We further confirm that any deviation, variation or additional conditions etc. or any mention, contrary to Bidding Documents and its Amendment(s), Clarification(s) (if any) as mentioned at above found anywhere in our bid, implicit or explicit, shall stand unconditionally withdrawn, without any cost implication whatsoever to ERNET India.

.....
(Signature with date)

.....
(Name and designation)

Duly authorized to sign bid for and on behalf of

.....
[name& address of Bidder and seal of company]

9. Form 9: Documents relating to Bid Security.

Note: To be submitted as part of Technical bid, along with supporting documents, if any. Bidders exempted from submission of bid security are also required to submit this.

Bid Securing Declaration

(on Company Letter-head)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____

Date.....

To

Registrar & CPO
ERNET India, 5th Floor,
Block-I, A Wing, DMRC IT Park,
Shastri Park, Delhi-110053

Ref: Tender No. EI-D-TECH001/44/2023-NC, Date 12.02.2025

Sir/ Madam

We, the undersigned, solemnly declare that:

We understand that according to the conditions of this Tender Document, the bid must be supported by a Bid Securing Declaration in lieu of Bid Security.

We unconditionally accept the conditions of this Bid Securing Declaration. We understand that we shall stand automatically suspended from being eligible for bidding in any tender in Procuring Organization for 2 years from the date of opening of this bid if we breach our obligation(s) under the tender conditions if we:

- a. withdraw/ amend/ impair/ derogate, in any respect, from our bid, within the bid validity; or
- b. being notified within the bid validity of the acceptance of our bid by ERNET India, but refused to or failed to produce the original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document.

We know that this bid-Securing Declaration shall expire if the contract is not awarded to us, upon:

- 1) receipt by us of your notification
 - (a) of cancellation of the entire tender process or rejection of all bids or
 - (b) of the name of the successful bidder (s) or
- 2) forty-five days after the expiration of the bid validity or any extension to it.

(Signature with date)

.....

(Name and designation)

Duly authorized to sign bid for and on behalf of.....

[name& address of Bidder and seal of company]

Dated.....

Place.....

10. Form 10: Bank Guarantee Format for Performance Security(To be stamped in accordance with stamp Act)

(The non-judicial stamp paper should be in the name of issuing Bank)

B.G. NO. _____

Date of issue _____

Amount (Rs.) _____

Valid upto _____

Claim Amount upto _____

To,

Registrar & CPO
 ERNET India, 5th Floor,
 Block-I, A Wing, DMRC IT Park,
 Shastri Park, Delhi-110053

Dear Sir,

In consideration of ERNET India, Ministry of Electronics & Information Technology (hereinafter referred as the **'Owner'**, which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s. _____ (name, constitution and address) (herein referred to as the **'Contractor'**, which expression shall unless repugnant to the context of meaning thereof, include its successors, administrator, executors and assigns) a Purchase Order No. _____ dated _____ valued at _____ (hereinafter referred to as Contract) and the Contractor having agreed to provide a Bank Guarantee towards Performance of the entire Contract equivalent to Rs. _____ (amount of BG) (i.e. _____ per cent of the said value of the Contract) to the Owner.

We _____ (name of the Bank) having its Registered Office at _____ and Corporate/Head Office at _____ (hereinafter referred to as the **'Bank'**, which expression shall, unless repugnant to the context or meaning thereof, include the successors, administrators, executors and assigns) do hereby guarantee and undertake to pay at any time up to _____ (day/month/year including claim period) an amount not exceeding Rs. _____, within ten (10) calendar days from the date of receipt by us on first written demand by Owner; through hand delivery or registered A.D. Post or by speed post or by courier, stating that "Contractor" has failed to perform its obligations under the Contract. Aforesaid payment will be made without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the owner the Bank shall be conclusive and binding notwithstanding any difference between the Owner and Contractor any dispute pending before any court, tribunal or any authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Owner and further agrees that the guarantee herein contained shall continue to be enforceable till the Owner discharges this guarantee. The owner shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forebear to enforce any covenants, contained or implied, in the Contract between the Owner and the Contractor or any other course of or remedy or security available to the Owner. The Bank shall not be relieved of its obligations under these presents by any exercise by the owner or by any other matters or thing whatsoever which under law would, but for this provision, have the affect of relieving the Bank. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and not withstanding any security or other guarantee that the Owner may have in relation to the Contractors liabilities.

This Guarantee can be invoked in one or more trenches and in such a case Owner will not be required to submit the original Guarantee along with submission of claim.

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

WITNESS

Signature _____

Name _____

BANK

Signature _____

Name _____

(Bank's Rubber Stamp)
Seal, name & address of the Bank and address of the Branch
Designation with Bank Stamp

11. Form 11: Non-Disclosure Agreement

(To be submitted on Non-Judicial Stamp Paper of Rs 100/-)

This Agreement is made as on the _____, between **ERNET India, an autonomous society under the administrative control of Ministry of Electronics and Information Technology, Government of India** called as “**ERNET India**” through its Director General which expression shall unless repugnant to the subject or the context mean and include its successors, nominees or assigns.

And

<<<**Bidder / Contractor Name**>>> called as “-----” through its ----- which expression shall unless repugnant to the subject or the context mean and include its successors, nominees or assigns.

ERNET India and <<Bidder Name>> are sometimes referred to herein individually as “Party” and collectively as “Parties”.

Tender No. is for the ‘*Revamping / Upgradation of existing Wi-Fi campus network of LBSNAA, Mussoorie (Uttarakhand)*’ as per the terms mentioned in the tender document through Govt. e-Marketplace (GeM) –reg. ” and Contract no.....(hereinafter referred as “**Project**”).

ERNET India and <<Bidder / Contractor Name>> have entered into a contract to deliver this project, Now, both the parties enter into this agreement and agree that information provided and available with each party in respect of this project is to be used only for the specific project purpose and parties are required to protect such confidential information from unauthorized use and disclosure.

In consideration of the other party’s disclosure of such information, each party agrees as follows:

1. This Agreement will apply to all confidential and proprietary information disclosed, owned or collected by one party to the other party, including information generated under this project, which the disclosing party identifies in writing or otherwise as confidential to the receiving party (“**Confidential information**”). Information consists of certain specifications, designs, plans, drawings and /or technical information, software, data etc, and all copies and derivatives containing such information, that may be disclosed to one another for and during the purpose, which a party considers proprietary or confidential (“**Information**”). Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, or through visual observation or by any other means to one party (hereinafter referred to as the receiving party) by the other party (hereinafter referred to as one disclosing party). Information shall be subject to this Agreement, if it is in tangible form, only if clearly marked as proprietary or confidential as the case may be, when disclosed to the receiving party or, if not in tangible form, its proprietary nature must first be announced, and it must be reduced to writing and furnished to the receiving party.
2. ERNET India and <<Bidder/ Contractor Name>> hereby agree that during and after the Agreement Period:
 - a) The receiving party shall use Information only for the Purpose, shall hold Information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, but not less than reasonable care, taking into account the nature of the Information, and shall grant access to Information only to its employees who have a need to know, but only to the extent necessary to carry out the business purpose of this project as defined, shall cause its employees, outsourced agencies, vendors, implementation partners and contract employees to comply with the provisions of this Agreement applicable to the receiving party, shall reproduce Information only to the extent essential for fulfilling the purpose, and shall prevent disclosure of information to third parties.
 - b) Upon the disclosing party’s request, the receiving party shall either return to the disclosing party all Information or shall certify to the disclosing party that all media containing Information have been destroyed.

3. The foregoing restrictions on each party's use or disclosure of Information shall not apply to Information that the receiving party can demonstrate which:-
 - a) Was independently developed by or for the receiving party without reference to the Information, or was received without restrictions; or
 - b) Has become generally available to the public without breach of confidentiality obligations of the receiving party; or
 - c) Was in the receiving party's possession without restriction or was known by the receiving party without restriction in vogue at the time of disclosure; or
 - d) is the subject of a subpoena or other legal or administrative stipulated requirement demand for disclosure; provided, however that the receiving party has given the disclosing party prompt notice of such requirement for disclosure and the receiving party reasonably cooperates with the disclosing party's efforts to secure and appropriate protective order; or
 - e) Is disclosed with the prior written consent of the disclosing party; or
 - f) Was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media prior to receipt from the disclosing party and was not previously acquired by the receiving party from the disclosing party under an obligation of confidence; or
 - g) The receiving party obtains or has available from a source other than the disclosing party without breach by the receiving party or such source of any obligation of confidentiality or non-use towards the disclosing party.
4. Each party agrees not to remove any of the other party's Confidential Information from the premises and sites of the disclosing party without the disclosing party's prior written approval. Each party agrees to exercise extreme care in protecting the confidentiality of any confidential information which is removed, only with the disclosing party's prior written approval, from the disclosing party's premises and sites. Each party agrees to comply with any and all terms and conditions the disclosing party's may impose upon any such approved removal, such as conditions that there moved confidential information and all copies must be returned by ascertain date, and that no copies are to be make off of the premises.
5. Upon the disclosing party's request, their receiving party will promptly return to the disclosing party all tangible items containing or consisting of the disclosing party's confidential information all copies thereof.
6. Each party recognizes and agrees that all of the disclosing party's confidential information is owned solely by the disclosing party (or its licensors) and that the unauthorized disclosure or use of such confidential information would cause irreparable harm and significant injury, the degree of which may be difficult to ascertain. Accordingly, each party agrees that the disclosing party will have the right to obtain an immediate injunction enjoining any breach of this agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity or may seek the intervention of Director General, ERNET India for such a breach.
7. Access to information hereunder shall not preclude an individual who has seen such information for the purpose of this agreement from working on future projects for the receiving party which relate to similar subject matters provided that such individual does not make reference to the information and does not copy the substance of the information during the confidentiality period thereafter as required by applicable law. Furthermore nothing contained herein shall be construed as imposing any restriction on the receiving party's disclosure or use of any general learning, skills or know how developed by the receiving party's personnel under this agreement, if such disclosure and use would be regarded by a person of ordinary skill in the relevant area as not constituting a disclosure or use of the information.
8. As between the parties, all information shall remain the property of the disclosing party. By disclosing information or executing this agreement, the disclosing party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection rights, trade secret or any other

intellectual property right. THE DISCLOSING PARTY DISCLAIMS ALL WARRANTIES REGARDING THE INFORMATION, INCLUDING ALL WARRANTIES WITH RESPECT TO INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS AND ALL WARRANTIES AS TO THE ACCURACY OR UTILITY OF SUCH INFORMATION. Execution of this agreement and the disclosure of information pursuant to this agreement does not constitute or imply any commitment, promise, or inducement by either party to make any purchase, or sale or to enter into any additional agreement of any kind.

- 9. Either party’s failure to enforce any provision, right or remedy under this agreement shall not constitute a waiver of such provision, right or remedy.
- 10. This Agreement will be construed in, interpreted and applied in accordance with the laws of India.
- 11. That in case of any dispute or differences, breach & violation relating to the terms of this agreement, the said matter or dispute, difference shall be referred to Director General, ERNET India for his decision in this regard. The decision of the Director General, ERNET India will be final and binding on both the parties.
- 12. This Agreement constitutes the entire agreement of the parties with respect to the parties respective obligations in connection with Information disclosed hereunder and supersedes all prior oral and written agreements and discussions with respect thereto.
- 13. The parties can amend or modify this agreement only by a writing duly executed by their respective authorized representatives. Neither party shall assign this Agreement without first securing the other Party’s written consent.
- 14. This Agreement will remain in effect during the currency of agreement & shall survive even after expiry of the agreement or project.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by Their duly authorized officers or representatives.

For and on behalf of
 ERNET India
 Ministry of Electronics and
 Information Technology,
 Government of India.

For and on behalf of
 << Contractor Name >>

Name:
Designation: Registrar & CPO
ERNET India, Delhi

 <<Authorized to sign from Contractor Name >>
Designation:
Address:

12. Form12: Integrity Pact

ERNET India hereinafter referred to as "ERNET"

And

-----[Bidder / Contractor participating in this tender] hereinafter referred to as “The Contractor”

Preamble

ERNET India invites online bids (e-tender for) for: Item (s) & Services

ERNET India values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Contractor.

In order to achieve these goals, ERNET will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for Compliance with the principles mentioned above.

Section 1- Commitments of ERNET

1. ERNET commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of ERNET, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. ERNET will during the tender process treat all Bidder(s) with equity and reason. ERNET will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder (s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the process or the contract execution.
 - c. ERNET India will exclude from the process all known prejudiced persons.
2. If ERNET India obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, ERNET India will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2- Commitments of the Bidder(s)

1. The Bidder(s) commit himself to take all measures necessary to prevent corruption. The bidder commits himself to observe the following principles during his participation in the tender process and during the contract execution:
 - a. The Bidder(s) will not, directly or through any other persons or firm, offer promise or give to any of ERNET's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage or during the execution of the contract.
 - b. The Bidder(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Bidder(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by ERNET as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

- d. The Bidder(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the bidder(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" as annexed and marked as Annexure.
 - e. The Bidder(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
2. The Bidder(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3: Disqualification from tender process and exclusion from future contracts

If the Bidder(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, ERNET is entitled to disqualify the Bidder(s) from the tender process or take action as per the Government/ERNET India's procedure on banning of the business dealings/bidders, etc.

Section 4: Compensation for Damages

- a. If ERNET India has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, ERNET is entitled to enforce Bid security Declaration.
- b. If ERNET India has terminated the contract according to section 3, or if ERNET is entitled to terminated the contract according to section 3, ERNET shall be entitled to demand and recover from the bidder liquidated damages of the Contract value and/or the amount equivalent to Performance Security or from any due payment to the bidder.

Section 5: Previous Transgression

- a. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any other public sector enterprise in India that could justify his exclusion from the tender process.
- b. If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process for action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6: Equal treatment of all Bidders/Subcontractors

- a. The Bidder(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to ERNET before contract signing.
- b. ERNET India will enter into agreements with identical conditions as this one with all bidders, and subcontractors.
- c. ERNET India will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7: Criminal charges against violation Bidder(s)/Sub contractor(s)

If ERNET India obtains knowledge of conduct of a Bidder, or Subcontractor, or of an employee or a representative or an associate of a Bidder, or Subcontractor which constitutes corruption, or if ERNET has substantive suspicion in this regard, ERNET will inform the same to the Chief Vigilance Officer.

Section 8: Independent External Monitor/Monitors

1. ERNET India appoints competent and credible Independent External Monitor for this Pact. The task of the

Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Director General, ERNET.
3. The Bidder(s) accepts that the Monitor has the right to access without restriction to all project documentation of ERNET including that provided by the bidder. The bidder will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Subcontractor(s) with confidentiality.
4. ERNET will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between ERNET and the bidder. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of ERNET and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The Monitor will submit a written report to the Director General, ERNET within 8 to 10 weeks from the date of reference or intimation to him by ERNET and, should the occasion arise, submit proposals for correcting problematic situations.
7. Monitor shall be entitle to compensation on the same terms as being extended to / provided to Director level in ERNET India or as decided by Director General of ERNET India.
8. If the Monitor has reported to the Director General ERNET, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Director General ERNET has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word 'Monitor' would include both singular and plural

Section 9 - Pact Duration

1. This pact begins when both parties have legally signed it. It expires for the bidder 10 months after the last payment under the contract or after 10 months from the expiry of Rate Contract (RC) which ever be later and for all other Bidders 12 months from the contract has been awarded.
2. If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Director General of ERNET.

Section 10 - Other provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of ERNET, i.e. New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the bidder is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like Warranty/ Guarantee etc., shall be outside the purview of IEMs

(For & on behalf of ERNET)
(Office Seal)
Place-----

(For & on behalf of Bidder)
(Office Seal)

Date-----

Witness 1: (Name & Address) _____

Witness 2: (Name & Address) _____

13. Form13: Make in India Certificate

(To be given on Company Letter Head – For tender value below Rs.10 Crores)

(To be given by Statutory Auditor/ Cost Auditor/ Cost Accountant/ CA for bid value above Rs.10 Crores)

To Whom So Ever It May Concern

Date:

Sub: - Make in India Certificate in respect of << Bidder’s Name>> for the GeM Bid No for “Selection of System Integrator for “Revamping / Upgradation of existing Wi-Fi campus network of LBSNAA, Mussoorie (Uttarakhand)” through Govt. e-Marketplace (GeM)”

This is to certify that M/s<<Bidder’s Name>>..... having its Registered Address at -----
----- complies with Letter no P45021/2/2017- (BE-II) dated 15.06.2017 Public Procurement (Preference to Make in India) Order 2017” (MII) of Department for Promotion of Industry and Internal Trade, (DPIIT - Public Procurement Section) as revised and amended time to time and also clarifications, guidelines and FAQ issued by DPIIT in this respect from time to time.

Accordingly, we Statutory Auditor/ Cost Auditor of M/s<<Bidder’s Name>>..... (A “**Class-.... Local Supplier**”) hereby certify that the Local content as defined under the PPP-MII, in the Goods/Equipment(s)/Service(s)/Works to be supplied by the “**Class-..... Local Supplier**” for “Revamping / Upgradation of existing Wi-Fi campus network of LBSNAA, Mussoorie (Uttarakhand)” **through Govt. e-Marketplace (GeM)**” is more than%.

The definition and calculation of local content is in accordance with Letter no P45021/2/2017- (BE-II) dated 15.06.2017 Public Procurement (Preference to Make in India) Order 2017” (MII) of Department for Promotion of Industry and Internal Trade, (DPIIT - Public Procurement Section) as revised and amended time to time and also clarifications, guidines and FAQ issued by DPIIT in this respect from time to time.

Seal and signature of the Statutory Auditor/ Cost Auditor

(Name of the Statutory Auditor/ Cost Auditor)

Place:

Date:

Membership No

Firm Registration No

UDIN:

14. Form 14: EMD Format.**MODEL BANK GUARANTEE FORMAT FOR FURNISHING EMD**

(To be stamped in accordance with stamp Act)

(The non-judicial stamp paper should be in the name of issuing Bank)

B.G. NO. _____
 Date of issue _____
 Amount (Rs.) _____
 Valid upto _____
 Claim Amount upto _____

To,

ERNET India
5TH FLOOR, A-WING,
DELHI IT PARK, SHASTRI PARK,
Delhi-110 053

In consideration of ERNET India, an autonomous society registered under Societies Registration Act, 1860 (hereinafter referred as the '**Owner**', which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having issued a GeM bid no. _____ dated _____ and M/s. _____ (name, constitution and address) (herein referred to as the '**Bidder**', which expression shall unless repugnant to the context of meaning thereof, include its successors, administrator, executors and assigns) having made a Bid for the above-mentioned tender and the '**Bidder**' have agreed to give Earnest Money Deposit of Rs. _____ to abide with the below mentioned condition of the tender :

- (1) If the '**Bidder**' withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of bid.
- (2) If the '**Bidder**' having been notified of the acceptance of its bid by the Owner during the period of its validity:-
 - a) If the '**Bidder**' fails to furnish the Performance Security for the due performance of the contract.
 - b) Fails or refuses to accept/execute the contract.

We _____ (name of the Bank) having our Registered Office at _____ and Corporate/Head Office at _____ (hereinafter referred to as the '**Bank**', which expression shall, unless repugnant to the context or meaning thereof, include the successors, administrators, executors and assigns) do hereby guarantee and undertake to pay at any time up to _____ (day/month/year including claim period) an amount of Rs. _____; to the Owner, within ten (10) calendar days from the date of receipt by us of your first written demand through hand delivery or registered A.D. Post or by speed post or by courier, stating that "**Bidder**" has failed to perform its obligations under the Tender. Aforesaid Payment will be made without any demur, reservation, contest, recourse or protest and/or without any reference to the '**Bidder**'. Any such demand made by the Owner to the Bank shall be conclusive and binding notwithstanding any difference between the Owner and Bidder or any dispute pending before any court, tribunal or any authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Owner and further agrees that the guarantee herein contained shall continue to be enforceable till the Owner discharges this guarantee. The owner shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the '**Bidder**', and to exercise the same at any time in any manner, and either to

enforce or to forebear to enforce any covenants, contained or implied, in the Tender between the Owner and the **Bidder** or any other course of or remedy or security available to the Owner. The Bank shall not be relieved of its obligations under these presents by any exercise by the owner or by any other matters or thing whatsoever which under law would, but for this provision, have the affect of relieving the Bank. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the **Bidder** and notwithstanding any security or other guarantee that the Owner may have in relation to the **Bidder's** liabilities.

Notwithstanding anything mentioned herein above our liability under this guarantee is restricted to Rs. _____ and it shall remain in force up to and including _____ shall be extended from time to time for such period as may be desired by the **Bidder** on whose behalf this guarantee has been issued

WITNESS

BANK

Signature _____

Signature _____

Name _____

Name _____

(Bank's Rubber Stamp) Seal, name & address of the Bank and address of the Branch

Designation with Bank Stamp

Attorney as per Power of Attorney No. _____

Date: _____

Place:

15. Annexure-1: Pre-Qualification Bid Cover Letter by SI

<<On SI's Letterhead>>

Date: _____

To
ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Dear Sir,

Sub: Submission of Bid in Response to the tender for “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie” through Govt. e-Marketplace (GeM)”

Having examined the conditions of contract as in the Tender, the Scope of Work and other technical specifications, we, the undersigned offer ourselves as a competent IT agency to take up the project named “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie” through Govt. e-Marketplace (GeM)” in accordance with the Terms & Conditions specified in the Tender on the rates / price mentioned in our Financial bid.

We undertake, if our bid is accepted, to commence work within 15 (Fifteen) days from the date of issuance of the relevant Work Orders during the agreement period in line to the terms of tender.

We agree to abide by this bid for a period of 180 days from the date of bid submission and it shall remain binding upon us and may be accepted up to any extended time before the expiration of that period. Until the LoI/ Agreement / WorkOrder/Contract is prepared and executed, this bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any proposal you may receive. Dated this day of <Month>, 2025.

Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :
(Company Seal)

16. Annexure-2: Compliance Sheet for Qualification of bid – SI

Sr.	Category	Criteria	Documents Required	Provided (Yes/No)	Reference Page No.
1.	Legal Entity	<p>Non-MSE and Non-Start up:</p> <p>a) The Bidder should be a registered company in India under Companies Act 1956 as amended from time to time, or partnership registered under the India Partnership Act 1932 / Limited Liability Partnership (LLP) registered under LLP Act, 2008 or a Society constituted under the Societies Registration Act 1860 with their registered office in India and should have been in operation for at least four years as on last date of submission of bid.</p> <p>MSE and Startup:</p> <p>b) Bidders, who are registered as MSE and/or Startup, should have their registered office in India and should have been in operation for at least three years as on last date of submission of bid.</p>	<p>Copy of</p> <p>A. Certificate of incorporation</p> <p>B. GST registration certificate</p> <p>C. PAN</p> <p>D. Office registration certificate or tax receipt</p> <p>In case of MSE and startup, also copy of relevant Certificate confirming the category of items & services as per the requirements of tender should be enclosed.</p>		
2.	Similar Work Experience to establish financial eligibility .	<p>The SI must enclose relevant copies of purchase orders, scope of work, deliverables, work / project value from any reputed organization/client for similar work/project completed. The cutoff date of issue of PO/WO shall be from 1.4.2019 to bid submission date.</p> <p>The 'similar work/ project' mean Information Technology (IT) works/ projects including Local Area Network (LAN)/ Wide Area Network (WAN)/ Campus Area Network (CAN)/ Wireless LAN/ IT security/ Data Centre networking.</p>	<p>i.) One PO/WO of similar kind of work / project of minimum Rs.10 Cr.</p> <p>OR</p> <p>ii.) Two PO/WO of similar kind of work / project of minimum Rs.5 Cr.</p> <p>OR</p> <p>iii.) Three PO/WO of similar kind of work/project of minimum Rs. 4.00 Cr.</p> <p>The five year period will be taken up to 31.03.2024</p>		

3.	Financial : Turnover	The SI must have an average annual turnover from India operations of not less than INR 30 Crore in last three audited financial years (FY 2021-22, 2022-23 and 2023-24).	Copy of audited profit & loss account and balance sheet of the Three (03) financial years and copy of certificate from statutory auditor/ CA quantifying the average annual revenue <i>Refer Section VIII, Annexure-5</i>		
4.	Financial : Net Worth	The Net worth of the SI as on 31.03.2024 should be positive.	CA Certificate <i>Refer Section VIII, Annexure-6</i>		
5.	Work experience in laying of LAN / Network/ Wi-Fi/OFC etc.	The SI must have completed at least one LAN / Network Order which have Fibre optical cable, Data Network Switches Layer-3 and had established Wi-Fi Network with Wi-Fi Access Points in any of the last five years for any reputed organization. The five-year period will be taken from 1.4.2019 to bid submission date which is around six (06) years.	The SI must enclose copy of all of the followings: i) One PO having completed laying of minimum of 4 Km of Fibre optical cable with at least 400 Fibre Terminations and 200 Unshielded Twisted Pair (UTP) nodes, and; ii) One PO having completed minimum of 300 ports on Data Network Switches and at least one chassis based Layer-3 Switch in a single purchase Order, and; iii) One PO having completed minimum of 70 Wi-Fi Access Points in a single Order <i>Refer Section VIII, Annexure-7</i>		
6.	Products quoted by bidder / SI	The products quoted by SI should be of latest versions and should not be declared as: “end-of-sale” for One (01) year from the date of initial date of bid submission, and; “end-of-support” for Seven (07) Year from initial date of bid submission by respective OEM’s.	a. Self-Declaration by bidder/ SI to this effect from the authorized signatory of bidder/ SI. b. Undertaking to this effect from OEM’s of products quoted. c. SI should submit valid letter from OEMs confirming following: ▪ Authorization for SI to bid against this tender specifically. ▪ An undertaking that the support including spares, patches, upgrades, updates, etc. for the quoted products		

			shall be available for at least Seven (07) years from initial bid submission date.		
7	Clause-by-clause compliance	The bidders should give clause-by-clause compliance for all the clauses and Para's of this tender including the, Pre-Qualification criteria, Bill of Material, Technical specification, Price Schedule, Annexures, etc. in their Technical Bids.	The SI must submit the following, duly signed and stamped by authorized signatory: a) Clause-by-clause compliance for all the clauses and Para's of this tender in their Technical Bids. b) A letter on their letter head stating all clauses of the tender document, including BoM, Technical Specifications, Price Schedule, Annexures, etc are fully complied and acceptable to their firm.		
8.	Manpower	The SI should have at least 40 technically skilled employees based in India on own pay roll of the company.	Declaration by the HR Head on Company's letter head. <i>Refer Section VIII, Annexure-8</i>		
9.	Non-Blacklisting Undertaking	The SI shall submit the undertaking that their entity: - a) Has not been under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason as on date of bid submission. b) Has not been insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. c) And their directors, partners and officers have not been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into an email service supplying contract within a period of three years	Self-declaration by the SI duly signed by the authorized signatory of the bidder on company letterhead. <i>Refer Section VIII, Annexure-9</i>		

		preceding the floating of this tender, or not have been otherwise disqualified pursuant to debarment proceedings			
10	Bidder/ SI's support system /office	<p>The SI should have support system/office in the state of Uttarakhand or UP or NCR to execute the work under the scope of this tender at LBSNAA, Mussorie Uttarakhand.</p> <p>The SI must have spares depots/godown/ storeroom in the India with local logistics support and adequate spares for the products supplied. This is to ensure immediate delivery of spares parts. The bidder should furnish the details of the physical address and telephone number (s) of the Spares Depot (s).</p>	<p>The SI must submit the following:</p> <p>a) A letter on SI's letter head duly signed by authorized signatory of the bidder, having details of its system/office in the state of Uttarakhand or UP or NCR and details of depots/ godown/ storeroom in the India with physical address and contact details.</p> <p><i>Refer Section VIII,Annexure-10</i></p>		
11.	Authorization to bidder/ SI from OEM(s)	<p>The Bidder / SI must provide the OEM(s) Authorization specifically by mentioning the reference of this tender. (From OEMs of Core switches, Distribution switches, Access switches, Access Points, WLC, NGFW, EMS and Server)</p>	<p>Authorization from OEM(s)</p> <p><i>Refer Section VIII, Annexure-11</i></p>		

SI shall furnish the required information on their Pre-Qualification, technical and financial bids in enclosed formats only. Any deviations in format may make the bid liable for rejection. Disclosure of Commercial information of the bid in Pre- Qualification and Technical bid shall be sufficient grounds for rejection of the bid.

17. Annexure-3: Compliance Sheet for Qualification Proposal- OEM

Sr.	Category	Criteria	Documents Required	Provided (Yes/No)	Reference Page No.
1	OEM(s) Presence	All OEM(s) whose products are being quoted in bid, should have direct presence / base with their own office in India, manned with their own engineers for minimum of the last 5 years as on bid submission date.	OEM(s) Self-Declaration from the authorized signatory on company letterhead. <i>Refer Section VIII, Annexure-12</i>		
2	OEM(s) Technical Assistance Centre (TAC), Toll Free Number	The OEM(s) whose products are being offered in the bid shall have Technical Assistance Centre (TAC) and shall have Toll Free Number for TAC to support the items.	OEM(s) Self-Declaration from the authorized signatory on company letterhead. <i>Refer Section VIII, Annexure-13</i>		
3.	Manpower	The OEM(s) should have at least 30 technically skilled employees based in India on own pay roll of the company.	Declaration by the HR Head on Company's letter head. <i>Refer Section VIII, Annexure-14</i>		
4.	OEM(s) work experience	<p>i) The OEM(s) of Data switching & Wireless LAN products being quoted/offered in the bid should have at least two installations of its Data Network Switching (with minimum 2000 ports on Data Network Switches and at least one Chassis based Layer-3 Switch) and Wireless Access Points (minimum 400 Wi-Fi Access Points with Wireless LAN Controller) in reputed organization in India.</p> <p>ii) The OEM for WLAN product should have installed base for at least 5000 Wi-Fi Access Points in India.</p> <p>iii) The OEM of Passive Items should have at least two installations with 10Km fiber optic cable with at least 500 fiber terminations and 500 UTP nodes.</p>	All OEM(s) shall submit Self-Declaration from the authorized signatory on company letterhead <i>Refer Section VIII, Annexure-15</i>		

5	Compliance to Features	Features listed in the Section V of this tender being offered by OEM(s) should be complied in all respect.	OEM(s) Self-Declaration from the authorized signatory <i>Refer Section VIII, Annexure-16</i>		
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OEM shall furnish the required information on their Pre-Qualification and Technical bids in enclosed formats only. Any deviations in format may make the bid liable for rejection. Disclosure of Commercial information of the bid in Pre-Qualification and Technical bid shall be sufficient grounds for rejection of the bid.

18. **Annexure-4: SI’s Power of Attorney to Authorize Signatory**

<To be issued on the SI’s Letterhead>

POWER OF ATTORNEY

Know all persons by these presents, we(Name of the company) incorporated under the laws of India and having its registered office at (Registered address) [“SI”] do hereby irrevocably constitute, nominate, appoint, and authorize Mr./Ms. (Name), son/daughter/wife of and presently residing at , who is presently employed with us and holding the position of, as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds, matters and things as are necessary or required in connection with or incidental to submission of our Bid titled “Revamping / Upgradation of Existing Wi-Fi Network of LBSNAA, Mussoorie” through Govt. e-Marketplace (GeM)” a tender issued by ERNET India and subsequently for our selection as Successful SI including but not limited to signing and submission of all bids and other documents and writings, participate in meetings and providing information and/or responses to ERNET India, representing us in all matters before Purchaser, signing and execution of all contracts including the Authorization Agreement and undertakings consequent to acceptance of our bid, and generally dealing with ERNET India in all matters in connection with or relating to or arising out of our bid for the said project and/or upon award thereof to us and/or till the entering into of the Authorization Agreement with the Purchaser.

AND we hereby agree to ratify and confirm all acts, deed, matters and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds, and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

Capitalized terms not defined herein shall have the meaning assigned to them under the Tender Documents issued by ERNET India.

IN WITNESS WHEREOF, THE ABOVE-NAMED PRINCIPAL HAS EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF TWO THOUSAND TWENTY-THREE.

For Accepted

(Signature)
(Name, Designation & Address) -----
(Signature)
(Name, Designation & Address of the Attorney)
Witness (Minimum Two):

Instructions regarding Power of Attorney:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be submitted under common seal affixed in accordance with the required procedure.

19. Annexure-5: SI's Auditor's Certificate for Avg. Annual Turnover

<Declaration by the statutory auditor/CA >

Date: DD/MM/YYYY

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Subject: Annual Turnover Certificate to participate in TENDER for “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie” through Govt. e-Marketplace (GeM)”

Dear Sir,

This is to certify that the Average Annual Turnover of M/S <Registered name of SI > as per books and records for the following financial years are as under.

Sr. No.	Financial Year	Annual Turnover (in INR Crores)
1.	FY 2021-22	
2.	FY 2022-23	
3.	FY 2023-24	
Average Annual Turnover		

I further certify that I am competent officer in my company to make this declaration. Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :
(Seal)

Instructions

1. The SI shall attach copies of the Balance Sheets and Profit & Loss Statements for the Financial Years 2021- 22, 2022-23 and 2023-24
2. The financial statements shall:
 - a. Be audited by a statutory auditor/CA;
 - b. Correspond to accounting periods already completed and audited (no statement for partial period shall be requested or accepted).

20. Annexure-6: SI's Auditor's Certificate for Net Worth

<Declaration by the statutory auditor/CA >

Date: DD/MM/YYYY

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Subject: Declaration of Net worth to participate in TENDER for “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”

Dear Sir,

This is to certify that the Net Worth of M/s <Registered name of SI > as per books and records for the following financial years are as under and the Net worth of M/s <Registered name of SI > as on 31.03.2024 is **positive.**

Sr. No.	Financial Year	Annual Net worth (in INR Crores)
1.	FY 2021-22	
2.	FY 2022-23	
3.	FY 2023-24	
Average Annual Net worth		

I further certify that I am competent officer in my company to make this declaration. Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone
& Fax : E-
mail
Address :
(Seal)

21. Annexure-7: SI's experience of implementing similar projects

<To be provided each project separately on SI's Letter head>

Sr.	Item	SI's Response		
		*PO-1	*PO-2	*PO-3
1.	Name of the Entity			
2.	Assignment Name			
3.	Name of the Client			
4.	Country			
5.	Contact Details of the Client (<i>Contact Name, Address, Telephone Number</i>)			
6.	Approximate Value of the Contract in INR			
7.	Duration of Assignment (<i>in months</i>)			
8.	Narrative Description of the Project			

Instructions:

1. Purchase Orders (*PO) details may be provided in table above.
2. Particulars such as name, address and contact details of owner/client should be provided.

22. Annexure-8: SI's Undertaking for Manpower Capacity

<<To be printed on SI's Letterhead and signed by HR Head>>

Date: DD/MM/YYYY

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Subject: Manpower details for participating in TENDER titled “Revamping / Upgradation of Existing Wi-Fi Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the TENDER for “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”.

I hereby declare that my company<SI's name> has<number> of full-time employees and out of them..... <number > have experience in Design and Implementation of Wi-Fi related project work.

I further certify that I am competent officer in my company to make this declaration. Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :
(Company Seal)

23. Annexure-9: SI's Declaration for not being Blacklisted / Debarred*<<To be printed on SI's Letterhead and signed by Authorized Signatory>>***Date:***<insert date>***Place:***<insert place>*

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Dear Sir,

Subject: Declaration of Ineligibility for Corrupt or Fraudulent Practices or Blacklisted with any of the Government Agencies

I / We, Proprietor/ Partner(s) / Director(s) of M/S._____ hereby declare that the firm/company namely M/s. _____, as on the date of bid submission, has not been blacklisted or debarred in the last three years and is not under blacklisting period /active debarred list by Purchaser or any of the Central or State Government Organization / Public Sector Undertaking / Autonomous Body etc.

In case the above information is found false I/We are fully aware that the tender/ contract will be rejected/cancelled by ERNET India and execution of Bid Securing Declaration. In addition to the above Purchaser will not be responsible to pay the bills for any completed / partially completed work if Tender was allotted.

OR

I / We Proprietor/ Partner(s)/ Director(s) of M/S._____ hereby declare that the firm/company namely M/S _____ in the last three years, was blacklisted or debarred by Purchaser, or any other Central or State Government Organization / Public Sector Undertaking / Autonomous Body etc. for a period of _____ months /years w.e.f. _____. The period is over on _____ and, as on the date of bid submission the firm /company is not inactive blacklisting period and now entitled to take part in Government tenders.

In case the above information is found false I/We are fully aware that the tender/ contract will be rejected/cancelled by ERNET India and execution of Bid Securing Declaration. In addition to the above ERNET India will not be responsible to pay the bills for any completed / partially completed work if Tender was allotted.

Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :
(Company Seal)

24. Annexure-10: SI's Declaration Geographic location of office

<<To be printed on SI's Letterhead and signed by Authorized Signatory>>

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Subject: Undertaking for operating and having permanent office in state of Uttarakhand, India.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the TENDER for "Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)".

We M/s _____ (Name of the SI) having permanent head office at _____ (complete address along with city, town, district, and PIN code) and operating in India from last <Insert no of years > years as on bid publishing date.

Further, we are also having office at following locations as on bid publishing date:

- a. (complete address along with city, town, district, and PIN code) and operating in India from last <Insert no of years > years.
- b. (complete address along with city, town, district, and PIN code) and operating in India from last <Insert no of years > years.
- c. (complete address along with city, town, district, and PIN code) and operating in India from last <Insert no of years > years.

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. .

I further certify that I am competent officer in my company to make this declaration.

Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone
& Fax : E-
mail
Address :
(Company
Seal)

25. Annexure-11: SI's - Manufacturer's Authorization Form (MAF) from Original Equipment Manufacturer (OEM)

<Tender specific original signed copy on OEM 's Letterhead>

Date:

To
ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Sub: Authorization for participating in TENDER of ERNET India titled “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”.

Dear Sir,

We _____, (name and address of the manufacturer/OEM) who are established and reputed manufacturers/OEM; of _____ having office at _____ (addresses of OEM) do hereby authorize M/s _____ (SI name with address) to bid, negotiate and conclude the contract with you against the above mentioned tender for the above equipment/software manufactured by us.

We hereby certify that the above-mentioned equipment/software products are not end of the life and we hereby undertake to support these equipment /software for the duration of minimum 6 years.

Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :
(Company Seal) :

26. Annexure-12: OEM’s Presence

<<To be printed on OEM’s Letterhead and signed by Authorized Signatory>>

Date: _____

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Sub: Authorization of presence of Office in India for Participation in TENDER for “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”.

Dear Sir,

It is certified that we, M/S.....<Registered name of the OEM and its communication address>, are operating in India from..... <insert no of years> as on date of bid submission.

Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :
(Seal)

27. Annexure-13: OEM’s declaration for TAC

<<To be printed on OEM’s Letterhead and signed by Authorized Signatory>>

Date: _____

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Sub: Authorization of TAC and Toll Free no in India for Participation in TENDER for “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”.

Dear Sir,

It is certified that we, M/s<Registered name of the OEM and its communication address>, is offering following products while participating in the bids and have Technical Assistance Centre (TAC), situated at<< Address>>.

Sr. No.	Items/Products offered by OEM

The Toll Free number for TAC to support the items /products is<<Toll Free No.) as on date of bid submission.

Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :
(Seal)

28. Annexure-14: OEM’s undertaking for Manpower Capacity

<<To be printed on OEM’s Letterhead and signed by HR Head>>

Date: DD/MM/YYYY

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Subject: Manpower details for participating in TENDER titled “Revamping / Upgradation of Existing Wi-Fi Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the TENDER for “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”.

I hereby declare that my company<SI’s name> has<number> of full-time employees and out of them..... <number > have experience in Design and Implementation of Wi-Fi related project work.

Details of certified five technical employees working on company payroll are given below.

I further certify that I am competent officer in my company to make this declaration. Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :
(Company Seal)

29. Annexure-15: OEM’s experience of implementing similar projects

<<To be printed on OEM’s Letterhead >>

Date: DD/MM/YYYY

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Subject: OEM’s work experience details for participating in TENDER titled “Revamping / Upgradation of Existing Wi-Fi Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the TENDER for “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”.

I hereby declare that my company<OEM’s name> have experience in Design and Implementation of Wi-Fi related project work.

Sr. No.	OEM (s)	Applicable / Not Applicable	Required experience and relevant document proof
1	For OEM(s) of Data switching & Wireless LAN products		<ul style="list-style-type: none"> Implemented at least two installations of its Data Network Switching (with minimum 2000 ports on Data Network Switches Implemented at least one Chassis based Layer-3 Switch) Implemented Wireless Access Points (minimum 400 Wi-Fi Access Points with Wireless LAN Controller) << Attach PO’s in support of all above>>
2	For OEM(s) offering WLAN product		<ul style="list-style-type: none"> Installed base for at least 5000 Wi-Fi Access Points in India. << Attach PO’s in support of above>>
3	For OEM(s) of Passive Items		<ul style="list-style-type: none"> Implemented at least two installations with 10Km fiber optic cable with at least 500 fiber terminations and 500 UTP nodes. << Attach PO’s in support of above>>

30. Annexure-16: OEM’s Declaration for Compliance to Features

<<To be printed on OEM’s Letterhead and signed by Authorized Signatory>>

Date:

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Ref: Declaration for plan for participating in TENDER for “Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)”.

Dear Sir,

It is certified that we, M/S..... <Registered name of the OEM’s and its communication address>, having features listed in Section V of the TENDER will be ready to offer condition at the time of go live.

M/S.....<Registered name of the OEM’s and its communication address>, accept that M/S<Registered name of the OEM’s and its communication address>, may be disqualified from participating for any contract with Purchaser for a period of one year from the date of notification, if features listed in Section V will not be in ready to offer condition at the time of go live.

Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :
(Company Seal)

31. Annexure-17: SI's Declaration on No Deviation and undertake Total Responsibility

<<To be printed on SI's Letterhead and signed by Authorized Signatory>>

Date: DD/MM/YYYY

To

ERNET India,
5th Floor, Wing-A, DMRC, IT Park Road,
Shastri Park, New Delhi, 110053

Subject : Declaration for no deviation and undertaking total responsibility for participating in TENDER for "Revamping / Upgradation of Existing Wi-Fi Campus Network of LBSNAA, Mussoorie through Govt. e-Marketplace (GeM)".

Dear Sir,

This is to certify that our offer is exactly in line with your tender enquiry/TENDER (including amendments) no. ____ dated __. This is to certify that our offer contains no deviation on Technical Requirements Specifications (including Scope of Work), Legal or Commercial aspects in either direct or indirect form.

I further certify that I am competent officer in my company to make this declaration.

Yours sincerely,

Signature :
Name :
Designation :
Address :
Telephone & Fax :
E-mail Address :
(Company Seal)