

Bid Corrigendum

GEM/2024/B/5040970-C5

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.
2. Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of

this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)

Clarifications and Amendment to Queries raised during Pre-Bid Meeting on 19.06.2024.

Clarifications & Amendment-1 of Tender for the Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure for 3 Years vide GeM Tender No: GEM/2024/B/5040970 dated 12.06.2024.								
S No	Tender Section	Page No	Clause No	Description as per Tender Document	Queries	Category (Finance/ Technical/ Contractual)	Clarifications-1	Amendment-1
1	Section -IV Qualifying Requirements	56 of 157	2. (2.2.) Technical Eligibility Criteria	<p>The bidder must have successfully completed "Similar Services/Works" ("Similar Services/Works" means "Installation, Configuration & Commissioning of IT Infrastructure (Firewall in HA / Storage System / Network Switches/ Enterprise Network Management Tool)" to the Govt./ CPSUs/ JVCs of CPSUs/ Private organizations/ Autonomous Bodies/ Companies/ Institutes/ MNCs), over the last three years i.e. as on the last date of bid submission in the current financial year and the last three financial years: -</p> <p>2.2.1 At least one similar completed work costing not less than the amount equal to INR 114/- Lakhs (Indian Rupees One Hundred Fourteen Lakhs Only) inclusive of all taxes; or</p> <p>2.2.2 At least two similar completed works each costing not less than the amount equal to INR 72/- Lakhs (Indian Rupees Seventy-Two Lakhs Only) inclusive of all taxes; or</p> <p>2.2.3 At least three similar completed works each costing not less than the amount equal to INR 57/- Lakhs (Indian Rupees Fifty-Seven Lakhs Only) inclusive of all taxes.</p>	<p>Requesting to change the clause to -</p> <p>The bidder must have successfully completed "Similar Services/Works" ("Similar Services/Works" means "Installation, Configuration & Commissioning of IT Infrastructure (Firewall in HA / Storage System / Network Switches/ Enterprise Network Management Tool/Software supply and Data Centre services)" to the Govt./ CPSUs/ JVCs of CPSUs/ Private organizations/ Autonomous Bodies/ Companies/ Institutes/ MNCs), over the last three years i.e. as on the last date of bid submission in the current financial year and the last three financial years: -</p> <p>2.2.1 At least one similar completed work costing not less than the amount equal to INR 114/- Lakhs (Indian Rupees One Hundred Fourteen Lakhs Only) inclusive of all taxes; or</p> <p>2.2.2 At least two similar completed works each costing not less than the amount equal to INR 72/- Lakhs (Indian Rupees Seventy-Two Lakhs Only) inclusive of all taxes; or</p> <p>2.2.3 At least three similar completed works each costing not less than the amount equal to INR 57/- Lakhs (Indian Rupees Fifty-Seven Lakhs Only) inclusive of all taxes.</p>	Qualifying Requirements (QR)/ Technical	The provisions of the tender shall prevail.	-
2	Section -IV Qualifying Requirements	57 of 157	4. (4.1.) Financial Eligibility Criteria	<p>4.1 The Minimum Average Annual Turnover (MAAT) of the Bidder during the last three years, ending 31st March of the previous financial year (i.e. FY 2021-22, 2022-23 & 2023-24) should be INR 57/- Lakhs (Indian Rupees Fifty-Seven Lakhs Only)*.</p>	<p>Related to MSE/Startup/Minimum Average Annual Turnover of the bidder.</p> <p>Minimum Average Annual Turnover of the Bidder- 57 Lacs MSE Exemption-NO Start up Exemption-NO</p> <p>Based on the pre-bid meeting discussion, we would like to address the concerns regarding the minimum average annual turnover and the exemption status for MSEs and startups.</p> <p>The tender value appears to be more than 3times-4times of the mentioned turnover, while the bidder turnover criterion specified in GeM/2024/B/5040970 is 57 Lakhs. There seems to be a discrepancy, as a bidder with a turnover of 57 Lakhs may face challenges in executing an order of this magnitude. Considering the scenario where a bidder with a turnover of 57 Lakhs wins this project based on technical and commercial grounds, the execution could be very challenging for them. The significant gap between the tender value (1.8-1.9 Crore) and the turnover requirement raises concerns about their capacity to successfully execute such a substantial project. This discrepancy highlights the need for revisiting the turnover criteria and ensuring it aligns more closely with the project value to mitigate risks and ensure successful project execution.</p> <p>We recommend that instead of strictly adhering to the past experience requirements, SECI team should consider providing relaxation under the MSE/Startup Exemption. Additionally, the turnover criterion should be adjusted to be at least equal to the bid value. Alternatively, bidders could be required to produce a purchase order that includes the relevant products (Firewall, Switch, Storage), without specifying the value, to demonstrate their capability.</p>	Qualifying Requirements (QR)/ Financial	The provisions of the tender shall prevail.	-
3					<p>Existing Clause: DRAM – 2 GB or higher, Flash – 4 GB or higher;</p> <p>Request to Change: We request to the committee to kindly delete this clause as every OEM has different DRAM and flash requirement as per their Operating System requirement.</p> <p>OR</p> <p>Request to Change: DRAM – 1 GB or higher, Flash – 1 GB or higher;</p>	Technical	-	

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Clarifications and Amendment to Queries raised during Pre-Bid Meeting on 19.06.2024.

4	Section -VIII Scope of Work/ Technical Specifications	144 of 157	S No. 1 of Annexure -A: Detailed Technical Specifications	Supply, Installation, and Commissioning of 24 Ports L-2 Access Switch with switching capacity of 56 Gbps or higher, forwarding performance 83 Mpps or higher; Non-PoE; 4x1 Gigabit uplinks; 1 Gigabit Ethernet port speed; Should support redundant power supply; 16K MAC address or higher; DRAM – 2 GB or higher, Flash – 4 GB or higher; Stackable up to 8 Switches; Switch should be managed with Web GUI, CLI via console, SNMP; Policy-based Automation; Access Control Lists (ACLs), and Quality of Service (QoS) entries; DHCP snooping, Dynamic ARP Inspection, VLANs; MAC authentication; IP Multicast Snooping/ Filtering; Plug and Play Enabled;	Request to please change the DRAM-1GB or higher , Flash-2GB or higher	Technical	-	Supply, Installation, and Commissioning of 24 Ports L-2 Access Switch with switching capacity of 128 Gbps or higher, forwarding performance 95 Mpps or higher; Non-PoE; Minimum 4x10 Gigabit uplinks; Minimum 1 Gigabit Ethernet port speed; 16K MAC address or higher; DRAM – 1 GB or higher, Flash – 2 GB or higher; Stackable up to 8 Switches; Switch should be managed with Web GUI, CLI via console, SNMP; Policy-based Automation; Access Control Lists (ACLs), and Quality of Service (QoS) entries; DHCP snooping, Dynamic ARP Inspection, VLANs; MAC authentication; IP Multicast Snooping/ Filtering; Plug and Play Enabled;
5					Existing Clause: DRAM – 2 GB or higher, Flash – 4 GB or higher; Changes suggested: Request you to kindly delete this clause as every OEM has different DRAM and flash requirement as per their Operating System requirement. Also switching performance should be met and non-blocking architecture should be adopted.	Technical	-	
6					Existing Clause: Should support redundant power supply Request to Change: Kindly remove RPS support asked in L2 switches as only support is asked and moreover SLA has to be met by the bidder	Technical	-	
7					Existing Clause: Stackable up to 8 Switches; Request to Change: Through stacking we achieve single pane of management. We would request you to kindly amend the clause as Stackable up to 8 Switches / Single pane of management of upto 8 switches.	Technical	-	
8					Request to Change to: Supply, Installation, and Commissioning of 24 Ports L-2 Access Switch with switching capacity of 128 Gbps or higher, forwarding performance 95 Mpps or higher; Non-PoE; 4x10 Gigabit uplinks SFP+ ; 10 Gigabit Ethernet port speed; Should support redundant power supply; 16K MAC address or higher; DRAM — 1 GB or higher, Flash — 4 GB or higher; Stackable up to 8 Switches; Switch should be managed with Web GUI, CLI via console, SNMP; Policy-based Automation; Access Control Lists (ACLs), and Quality of Service (QoS) entries; DHCP snooping, Dynamic ARP Inspection, VLANs; MAC authentication; IP Multicast Snooping/Filtering; Plug and Play Enabled; Justification: 1) Uplink ports should be upgraded to 1G to 10G SFP+ to cater the applications bandwidth requirement. 4 x 1G uplink is not sufficient for 24 port switch which requires atleast 24G x 2=48G Uplink required. Request you to upgrade the uplink from 1G to 10G. 2) Switching capacity should support wire rate performance which is 24x2 + 4x10x2=(48+80)=128Gbps. (3) Forwarding capacity (24+40)x1.488=95MPPS. (4) DRAM varies from OEM to OEM depending on Switch OS requirement, it will not impact the performance of the switch, HPE switch requires only 1GB DRAM as Switch OS requirement, request you to relax this clause.	Technical	-	
9					Certain OEM Switches DRAM is in-built in Hardware in Hardware itself. Hence its performance will always be equal or better than 8 GB DRAM card which is inserted in RAM Slot Card. Request to Change: DRAM up to 2 GB.	Technical	-	
10					Existing Clause: Stackable up to 8 Switches; Request to Change: Through stacking we achieve single pane of management. We would request you to kindly amend the clause as Stackable up to 8 Switches / Single pane of management of upto 8 switches.	Technical	-	
11					Existing Clause: DRAM – 8 GB or higher, Flash – 16 GB or higher Request to Change: We request to the committee to kindly delete this clause as every OEM has different DRAM and flash requirement as per their Operating System requirement. OR Request to Change: DRAM – 1 GB or higher, Flash – 2 GB or higher;	Technical	-	
12	Existing Clause: DRAM – 8 GB or higher, Flash – 16 GB or higher Request to Change: Request you to kindly delete this clause as every OEM has different DRAM and flash requirement as per their Operating System requirement. Also switching performance should be met and non-blocking architecture should be adopted.	Technical	-					
13	Please change the DRAM-4GB or higher, Flash-8 Flash or higher and Please remove support for redundant power supply (As the cost of the switch for SECI will be reduced upto 40%.)	Technical	-					
14	Existing Clause: Stackable up to 8 Switches; Request to Change: Through stacking we achieve single pane of management. We would request you to kindly amend the clause as Stackable up to 8 Switches / Single pane of management of upto 8 switches.	Technical	-					

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Clarifications and Amendment to Queries raised during Pre-Bid Meeting on 19.06.2024.

15				<p>Request to Change to: Supply, Installation, and Commissioning of 48 x 10G SFP+ Ports L-3 Core Switch with switching capacity of 960 Gbps or higher, forwarding performance 714 Mpps or higher; Non-PoE; 4x40 Gigabit uplink ports QSFP+; DRAM — 8 GB or higher, Flash — 16 GB or higher; Stackable up to 8 Switches; Should support redundant power supply; Switch should have Access Control Lists (ACLs) and quality of service (QoS); 32K MAC address or higher; Policy-based Automation; Switch should be managed with Web GUI, CLI via console, SNMP; DHCP snooping, Dynamic ARP Inspection, VLANs; MAC authentication; IP Multicast Snooping/Filtering; Plug and Play Enabled;</p> <p>Justification: 1) Need clarification on type of Downlink port required 10G SFP+ or copper ports with 1G-BASET? 2) Switching capacity should be upgraded if Downlink ports are 10G SFP+. 48x10X2=960Gbps & Forwarding rate should be 48x14.88=714MPPS. 3) Uplink ports should be upgraded to 1G to 40G QSFP+ to cater the applications bandwidth requirement. 4 x 1G uplink is not sufficient for 48 port switch which requires atleast 48G x 2=96G Uplink required. Request you to upgrade the uplink from 1G to 40G.</p>	Technical	-	
16				<p>Existing Clause: DRAM – 2 GB or higher, Flash – 4 GB or higher; Request to Change: We request to the committee to kindly delete this clause as every OEM has different DRAM and flash requirement as per their Operating System requirement. OR Request to Change: DRAM – 1 GB or higher, Flash – 1 GB or higher;</p>	Technical	-	
17				<p>Existing Clause: DRAM – 2 GB or higher, Flash – 4 GB or higher; Request to Change: Request you to kindly delete this clause as every OEM has different DRAM and flash requirement as per their Operating System requirement. Also switching performance should be met and non-blocking architecture should be adopted.</p>	Technical	-	
18				<p>Existing Clause: Should support redundant power supply Request to Change: Kindly remove RPS support asked in L2 switches as only support is asked and moreover SLA has to be met by the bidder</p>	Technical	-	
19				<p>Existing Clause: Stackable up to 8 Switches; Request to Change: Through stacking we achieve single pane of management. We would request you to kindly amend the clause as Stackable up to 8 Switches / Single pane of management of upto 8 switches.</p>	Technical	-	
20				<p>Existing Clause: Stackable up to 8 Switches; Request to Change: Through stacking we achieve single pane of management. We would request you to kindly amend the clause as Stackable up to 8 Switches / Single pane of management of upto 8 switches.</p>	Technical	-	
21	Section -VIII Scope of Work/ Technical Specifications	144 of 157	S No. 3 of Annexure -A: Detailed Technical Specifications	<p>Supply, Installation, and Commissioning of 48 Ports L-2 Access Switch with switching capacity of 112 Gbps or higher, forwarding performance 166 Mpps or higher; non-PoE; 4x1 Gigabit uplinks; 1 Gigabit Ethernet port speed; Should support redundant power supply; 16K MAC address or higher; DRAM – 2 GB or higher, Flash – 4 GB or higher; Stackable up to 8 Switches; Switch should be managed with Web GUI, CLI via console, SNMP; Policy-based Automation; Access Control Lists (ACLs), and Quality of Service (QoS) entries; DHCP snooping, Dynamic ARP Inspection, VLANs; MAC authentication; IP Multicast Snooping/Filtering; Plug and Play Enabled;</p> <p>Please change 166Mpps to 134Mpps Please remove support for redundant power supply Please change DRAM-1GB or higher , Flash- 2GB or higher (by these minor changes the cost of the switch for SECI will be reduced upto 40%.)</p>	Technical	-	
22				<p>Request to Change to: Supply, Installation, and Commissioning of 48 Ports L-2 Access Switch with switching capacity of 176 Gbps or higher, forwarding performance 110 Mpps or higher; non-PoE; 4x10 Gigabit uplinks SFP+; 10Gigabit Ethernet port speed; Should support redundant power supply; 16K MAC address or higher; DRAM — 1 GB or higher, Flash — 4 GB or higher; Stackable up to 8 Switches; Switch should be managed with Web GUI, CLI via console, SNMP; Policy-based Automation; Access Control Lists (ACLs), and Quality of Service (QoS) entries; DHCP snooping, Dynamic ARP Inspection, VLANs; MAC authentication; IP Multicast Snooping/Filtering; Plug and Play Enabled;</p> <p>Justification: 1) Uplink ports should be upgraded to 1G to 10G SFP+ to cater the applications bandwidth requirement. 4 x 1G uplink is not sufficient for 48 port switch which requires atleast 48G x 2=96G Uplink required. Request you to upgrade the uplink from 1G to 10G. 2) Switching capacity should support wire rate performance which is 48x2 + 4x10x2=(96+80)=176Gbps. (3) DRAM varies from OEM to OEM depending on Switch OS requirement, it will not impact the performance of the switch, HPE switch requires only 1GB DRAM as Switch OS requirement, request you to relax this clause.</p>	Technical	-	Supply, Installation, and Commissioning of 48 Ports L-2 Access Switch with switching capacity of 176 Gbps or higher, forwarding performance 130 Mpps or higher; non-PoE; Minimum 4x10 Gigabit uplinks; Minimum 1 Gigabit Ethernet port speed; 16K MAC address or higher; DRAM – 1 GB or higher, Flash – 2 GB or higher; Stackable up to 8 Switches; Switch should be managed with Web GUI, CLI via console, SNMP; Policy-based Automation; Access Control Lists (ACLs), and Quality of Service (QoS) entries; DHCP snooping, Dynamic ARP Inspection, VLANs; MAC authentication; IP Multicast Snooping/Filtering; Plug and Play Enabled;

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Clarifications and Amendment to Queries raised during Pre-Bid Meeting on 19.06.2024.

23				1. The proposed monitoring solution should be scalable in future to monitor network traffic by capturing flow data, packet capturing from network devices, including Cisco Netflow v5 or v9, Juniper J-Flow, IPFIX, sFlow, NBAR, NetStream data and sampled Netflow data. Solution must be able to store all flows without any rollups or loss for retention period for security and audit purposes.	Based on Specifications it has been asked for Packet Capturing from Network devices which is functionality of different tool, requesting you to please remove the same from the requirement	Technical	The provisions of the tender shall prevail.	-
24	Section -VIII Scope of Work/ Technical Specifications	147 of 157	sub point 1 of S No 6 under Annexure –A: Detailed Technical Specifications		As the solution asks for Flow Monitoring, need clarity on FPS: As there is a flow monitoring requirement, need number of network devices, Core Routers and Core Firewall and number of users along with total FPS count to estimate the Server Hardware requirement and Licenses requirement for Flow Monitoring. Requesting you to please share the above requested volumetric details.	Technical	Number of existing network sevicees as on date are: Network Switches - 15, Routers - 2, Firewall - 1, No. of Users - 240 and 3 Servers. FPS count may be estimated based on above input and considering the devices mentioned in the tender for procurement.	-
25	Section -VIII Scope of Work/ Technical Specifications	148 of 157	sub point 5 of S No 6 under Annexure –A: Detailed Technical Specifications	5. Management console license should be bundled and as the NMS shall be managed through client console from anywhere in the network. This shall be apart from the Web HTTP Management.	Requesting authority to please share us the number of user licenses needs to create for management users so that we can factor server sizing and Licenses accordingly, also, please share with us the number of devices, server which needs to be consider under NMS part so that we can factor required number of NMS licenses.	Technical/ Financial	Please provision as per scope of work and clarification made at Point-25.	-
26	Section -VIII Scope of Work/ Technical Specifications	148 of 157	sub point 8 of S No 6 under Annexure –A: Detailed Technical Specifications	8. Capable of bandwidth throttling for the optimum use of network bandwidth for managing infrastructure.	As the tool can monitor bandwidth and traffic over the network, but for managing bandwidth its manual activity to respective servers and ISP, Hence we request authority to remove this point from the requirement, it seems this functionality is OEM Specific so request you to please remove the same from this specifications.	Technical	-	Deleted
27	Section -VIII Scope of Work/ Technical Specifications	148 of 157	sub point 12 of S No 6 under Annexure –A: Detailed Technical Specifications	12. To maintain efficient management traffic and the system support localized polling and minimize management traffic across lowspeed links.	Requesting you to please clarify the requirement here, does is asks for Traffic Monitoring? If there is any other outcome you are looking based on this point please provide details with use case.	Technical	NMS should support distributed architecture for localized data collection. Hence, the provisions of the tender shall prevail.	-
28	Section -VIII Scope of Work/ Technical Specifications	148 of 157	sub point 13 of S No 6 under Annexure –A: Detailed Technical Specifications	13. Should be able to provide HA in management visibility of the infrastructure.	As we understand that the EMS solution should be provided in High availability mode, please confirm if our understanding is correct is not?	Technical	Yes	-
29	Section -VIII Scope of Work/ Technical Specifications	148 of 157	sub point 14 of S No 6 under Annexure –A: Detailed Technical Specifications	14. Tool should have option to collect and store system logs from target devices including firewalls, routers, switches, wireless controller, servers etc.	Requesting you to please share us details for volume of logs I terms of EPS which will be generated for Monitoring so that we can estimate Hardware sizing and Licenses for the same.	Technical	Please refer clarification at point 24 and estimate accordingly to comply the requirement. Hence, the provisions of the tender shall prevail.	-
30	Section -VIII Scope of Work/ Technical Specifications	149 of 157	sub point 16 of S No 6 under Annexure –A: Detailed Technical Specifications	16. Tool should allow QoS monitoring of WAN links across multiple technologies like Cisco IP SLA etc. across multiple protocols like HTTP, TCP, FTP, DNS etc.	The asked feature is OEM related and restrictive for us, requesting you to please remove the same	Technical	-	Deleted
31	Section -VIII Scope of Work/ Technical Specifications	149 of 157	sub point 18 of S No 6 under Annexure –A: Detailed Technical Specifications	18. Tool must support CLI-based network device configuration snapshot management including backup of configuration files, traffic logs, messages etc., pushing configuration files to target network devices, with option to perform remote firmware upgrades.	CLI based access and Snapshot management is OEM specific, we request authority to remove the same and revise clause as mentioned below: Tool must support of backup of configuration files, pushing configuration files to target network devices".	Technical	The provisions of the tender shall prevail.	-
32	Section -VIII Scope of Work/ Technical Specifications	149 of 157	sub point 19 of S No 6 under Annexure –A: Detailed Technical Specifications	19. The configuration changes to be done on target network devices must follow an approval-based system wherein changes can be performed only after required approvals are passed. Tool must have in-built approval mechanism along with option to integrate with Change Management module of other ITSM tools for the approval process.	here the requirement is mixed with ITSM tool by including Change Management process which are two different kind of tools, requesting you to please remove this point from the requirement	Technical	Tool should have inbuilt approval mechanism and should be capable to integrate with any ITSM tool in future for change management module. Hence, the provisions of the tender shall prevail.	-
33	Section -VIII Scope of Work/ Technical Specifications	149 of 157	sub point 20 of S No 6 under Annexure –A: Detailed Technical Specifications	20. Tool must provide option for target CLI-based network device vulnerability detection based on their model number and firmware version. It should also provide options to remedy the vulnerabilities with help of pre-configured scripts for certain vulnerability types.	The asked feature is of Security tool, hence we suggest to remove this from EMS tool	Technical	The provisions of the tender shall prevail.	-

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Clarifications and Amendment to Queries raised during Pre-Bid Meeting on 19.06.2024.

34	Section -VIII Scope of Work/ Technical Specifications	149 of 157	sub point 21 of S No 6 under Annexure –A: Detailed Technical Specifications	21. Tool must provide option to perform standard compliance checks like PCI-DSS, NIST, DISA etc. across all target CLI- based network devices.	The asked Compliances are again aligned with different type of applications like finance, banking related industries and single OEM specific, we request authority to remove the same EMS technical requirements for wider participation from OEMs.	Technical	-	Deleted
35	Section -VIII Scope of Work/ Technical Specifications	149 of 157	sub point 22 of S No 6 under Annexure –A: Detailed Technical Specifications	22. Tool must provide an option for taking remote access via Telnet / SSH to target CLI-based network devices with an option to record all sessions to capture all commands being executed on the remote devices.	The asked feature of remote access is of Asset Management tool which is part of ITSM Platform, requesting you to please let us know if authority needs ITSM tool with Helpdesk and Asset Management or they need only Monitoring tool? If not then please remove this clause, if Yes then please share us number of Technician License requirements and Number of IT Assets which needs to be consider under Asset Management scope along with Remote Management Capability	Technical	This feature asked only for Network Devices. Hence, the provisions of the tender shall prevail.	-
36	Section -VIII Scope of Work/ Technical Specifications	144 of 157	sub point 1 of S No 4 under Annexure –A: Detailed Technical Specifications	1. Intel Core i3-9100 CPU with Quad Cores at 3.60GHz or higher	Not commonly user Processor for Storage, Intel Atom CPU or higher are available with most of the vendors	Technical	The provisions of the tender shall prevail.	-
37	Section -VIII Scope of Work/ Technical Specifications	145 of 157	sub point 10 of S No 4 under Annexure –A: Detailed Technical Specifications	10. Hot-swappable cooling fans.	Not required, as part of redundant power supply	Technical	Cooling fans are separate component and not associated with power supply. Like HDDs, hot swappable cooling fans provide easy replacement in case of any failure. Hence, the provisions of the tender shall prevail.	-
38	Section -VIII Scope of Work/ Technical Specifications	145 of 157	sub point 11 of S No 4 under Annexure –A: Detailed Technical Specifications	11. Form Factor: 1U Mountable Chassis with Redundant Power Supply	1U form factor is majorly used in 4 Bay storage model, if we consider 4 Hard drives and 1 hard drive for hotspare then need to go for 8 Bay or higher models which is available in minimum 2U model	Technical	-	Form Factor: 1U/2U or better Mountable Chassis with Redundant Power Supply
39		145 of 157	sub point 16 of S No 4 under Annexure –A: Detailed Technical Specifications	16. Support for 8,048 read-only and 8,048 writable Snapshots (totaling 16,000+ snapshots per box).	1024 is generally available specification with most of the vendor	Technical	When the supported snapshot count is higher, it provides the administrator with various restoration points. The requirement of 8,048 read-only and 8,048 writable snapshots applies to the entire system, although each volume can support over 1,000 snapshots. Hence, the provisions of the tender shall prevail.	-
40	Section -VIII Scope of Work/ Technical Specifications	145 of 157	sub point 17 of S No 4 under Annexure –A: Detailed Technical Specifications	17. Writable snapshot capability.	Not commonly used, specific to one OEM	Technical	Writable snapshots enable the selective recovery of files and folders, making them essential for restoration purposes. Without them, it would be necessary to restore the entire volume, which is often unnecessary. Hence, the provisions of the tender shall prevail.	-
41		145 of 157	sub point 21 of S No 4 under Annexure –A: Detailed Technical Specifications	21. Asynchronous replication using Snapshot Assisted Replication (SAR).	Not commonly used, specific to one OEM. Request to change it to Support Snapshot Replication	Technical	Asynchronous replication involves using space-efficient snapshots to replicate point-in-time consistent copies, which is a widely used method in disaster recovery and business continuity planning. Hence, the provisions of the tender shall prevail.	-
42	Section -VIII Scope of Work/ Technical Specifications	145 of 157	sub point 22 of S No 4 under Annexure –A: Detailed Technical Specifications	22. SAR features including Deduplication, Compression, Encryption, and WAN acceleration.	Snapshot standard features are Encryption	Technical	Yes, encryption provides security.	-
43	Section -VIII Scope of Work/ Technical Specifications	145 of 157	sub point 27 of S No 4 under Annexure –A: Detailed Technical Specifications	27. SRM capacity planning tools and capacity forecast analysis.	Vendor specific feature, not common with all OEM	Technical	Storage Resource Management (SRM) capacity planning and forecast analysis are web management/UI features to storage and other IT products. Hence, the provisions of the tender shall prevail.	-

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Clarifications and Amendment to Queries raised during Pre-Bid Meeting on 19.06.2024.

44	Section -VIII Scope of Work/ Technical Specifications	142 of 157	2. (xvii). General Guidelines of Part-A	xvii. The Contractor should take necessary action to incorporate/patch/fix any recommendations/changes by CERT-In empanelled third-party auditor during the contract period.	<p>Support for Out-of-Warranty/End-of-Life Devices: Some of the devices mentioned are out of warranty and have reached end-of-life/end-of-support status from the OEM. Therefore, it is not feasible to provide patch fixes for these devices.</p> <p>Software Patch/Fix: The software versions currently in use are very old. As a result, incorporating or fixing patches for these software versions may not be possible. We propose the following solution:</p> <p>Hardware: Support can be extended to include hardware replacements and maintenance. Software: The software will be maintained "as it is" without incorporating new patches or fixes due to its outdated versions.</p>	Technical	-	xvii. The Contractor should take necessary action to incorporate/patch/fix any recommendations/changes by CERT-In empanelled third-party auditor during the contract period for devices that have not been declared as end-of-life (EOL) or end-of-support (EOS) by the OEM. The contractor should formally request SECI to remove these devices designated as end-of-life (EOL) or end-of-support (EOS) by OEM, accompanied by supporting documentation for review. SECI reserves the right to remove such items from the scope of the contractor for further support & respective payment for such items will be stopped from the date of acceptance by SECI. In this regard, a detailed monthly item-wise price breakup for "Indicative list of IT Assets at Annexure-C" shall be provided by the contractor along with the Financial/ Price Bid.
45	Section -VIII Scope of Work/ Technical Specifications	151 of 157	1. (iii). of Part-B	iii. The Service Provider is responsible for all software/firmware upgrades, removing viruses, implementation of patches, and services shall be provided at no additional cost to SECI.	<p>We would like to address two specific points:</p> <p>Removing Viruses: Removing viruses is an additional activity that requires specialized resources and efforts. Therefore, we propose that this activity be added separately in the Bill of Quantities (BOQ) for proper allocation and coverage. Since this bid is related to Firewall (In Security products) hence OEM can take control of network attacks only.</p> <p>Implementation of Patches: Implementation of patches is not feasible for devices that are end-of-life (EOL) and end-of-support (EOS) from the OEM. These devices cannot be guaranteed to receive necessary updates or fixes due to their outdated status.</p> <p>We request your consideration and clarification on these matters to proceed effectively.</p>	Technical	-	iii. The Service Provider is responsible for all software/firmware upgrades, removing viruses, implementation of patches, and services shall be provided at no additional cost to SECI for devices that have not been declared as end-of-life (EOL) or end-of-support (EOS) by the OEM. The contractor should formally request SECI to remove such devices designated as end-of-life (EOL) or end-of-support (EOS) by OEM, accompanied by supporting documentation for review. SECI reserves the right to remove such items from the scope of the contractor for further support & respective payment for such items will be stopped from the date of acceptance by SECI. In this regard, a detailed monthly item-wise price breakup for "Indicative list of IT Assets at Annexure-C" shall be provided by the contractor along with the Financial/ Price Bid.
46	Section -VIII Scope of Work/ Technical Specifications	152 of 157	1. (vii). of Part-B	vii. The Service Provider will be responsible for Preventive maintenance of all the components supplied and installed under their work order/purchase order. The Service Provider will have to carry out the preventive maintenance exercise at least once in 3 months for active components.	<p>Frequency of Preventive Maintenance: Conducting preventive maintenance quarterly may be excessive. We recommend scheduling this activity once every six months to ensure thorough and effective maintenance without causing unnecessary disruptions.</p> <p>Customer's Responsibility for Approvals and Downtime: To facilitate the preventive maintenance activities, the customer should be responsible for obtaining all necessary approvals and scheduling the required downtime by SECI Team. This ensures that maintenance can be performed efficiently and within the agreed timeline</p> <p>Certain maintenance needs downtime also, which has to be provided proactively by SECI</p>	Technical	The provisions of the tender shall prevail.	-
47	Section -VIII Scope of Work/ Technical Specifications	153 of 157	2. User Support of Part-B	2. It would cover basic guidance and support for handling the IT Infrastructure which will constitute items like Desktops, Laptops, Printers, Operating Systems, Office Software, Internet, and other such applications.	<p>We would like to address the following points:</p> <p>Ownership of Third-Party ISP: As a bidder, it is not feasible for us to take ownership of third-party Internet Service Provider (ISP) issues. In case the ISP is down, it would affect internal connectivity, which is beyond our control and responsibility.</p> <p>Defining Supported Applications: To avoid ambiguity, we request a comprehensive list of all applications included under "other such applications." We propose excluding third-party applications like databases (DB), ERP systems, Tally, and any other non-specified applications. We can provide support for Microsoft products, provided they are licensed and available for the duration of three years.</p>	Technical	Issues related to internet outages concerning the Internet Service Provider (ISP) are managed by the ISP. It covers basic guidance and support to applications. Hence, the provisions of the tender shall prevail.	-

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Clarifications and Amendment to Queries raised during Pre-Bid Meeting on 19.06.2024.

48	Section -VIII Scope of Work/ Technical Specifications	153 of 157	2. (3). User Support of Part-B	3. Data Backup/ Recovery and Other Support.	<p>To effectively provide data backup and recovery services, we need to utilize specialized backup software. This software is essential for ensuring reliable and efficient data management and should be included in the Bill of Quantities (BOQ).</p> <p>We request that the necessary backup software be added to the BOQ to ensure we can meet the data backup and recovery requirements effectively.</p>	Technical	The bidder is responsible for providing any necessary software or tools to achieve the objective.	-
49	Section -VIII Scope of Work/ Technical Specifications	153 of 157	4. (4.1.) Virus/Malware Control Service of Part-B	4.1. Use of SECI's Licensed copies of Antivirus Software for Servers, Laptops and Desktops.	<p>To effectively comply with this requirement, it is essential that SECI ensures all antivirus software licenses are active and available for the next 38 months. This will enable us to maintain comprehensive security coverage for all servers, laptops, and desktops as stipulated.</p> <p>We request confirmation that SECI will provide and maintain the necessary active antivirus software licenses for the specified duration.</p>	Technical	SECI will provide the active antivirus licenses.	-
50	Section -VIII Scope of Work/ Technical Specifications	153 of 157	4. (4.3.) Virus/Malware Control Service of Part-B	4.3. Diagnosing and rectifying any virus/malware problems that can be fixed by the Antivirus or OS Patches.	<p>It is important to note that standard antivirus software has its limitations and can diagnose common problems. However, for zero-day attacks, antivirus solutions alone are not sufficient. These types of issues should be addressed through OEM patches.</p> <p>Therefore, we request that SECI ensures the availability and support of all necessary antivirus and OS patches throughout the contract period. This will enable us to effectively diagnose and rectify any virus/malware problems as per OEM recommendations.</p>	Technical	The provisions of the tender shall prevail.	-
51	Section -VIII Scope of Work/ Technical Specifications	153 of 157	4. (4.4.) Virus/Malware Control Service of Part-B	4.4. Arrange to get all software bug fixes, patches, and upgrades from the concerned software principals. However, SECI shall provide necessary software support agreements that have provisions of the same.	<p>Exclusion of Specific Applications: This requirement should not apply to ERP, DB, Tally, and other non-specified third-party applications. We request that SECI provide a comprehensive list of applications covered under this requirement.</p> <p>Software Support and Upgrades: SECI needs to ensure that all software applications are under support and have the latest versions from the OEM. If a version upgrade or change is required during the contract period, SECI will bear the cost of the new software.</p>	Technical	The provisions of the tender shall prevail.	-
52	Section -VIII Scope of Work/ Technical Specifications	153 of 157	5. (5.5.) Network and Server Management Support of Part-B	5.5. Performing backup operations for the Servers as per the defined backup strategy, ensuring proper storage and handling of media to prevent data loss.	<p>To effectively meet this requirement, we will need both backup software and management server. These components are essential for implementing a reliable backup strategy and ensuring proper storage and handling of media.</p> <p>We request that the necessary backup software and hardware be included in the Bill of Quantities (BOQ) to ensure comprehensive coverage and effective data protection which is missing in current tender</p>	Technical	The bidder is responsible for providing any necessary software or tools to achieve the objective. Hence, the provisions of the tender shall prevail.	-
53	Section -VIII Scope of Work/ Technical Specifications	155 of 157	7. Service Level Agreement (SLA) of Part-B	<p>Metric Name: Data Backup/ Restore Management (Maintain log sheet) Formula: Number of backups/ Restore taken in the Quarter/ Number of scheduled backups/ Restore * 100%.</p>	<p>We would like to address the following points for better clarity and effective implementation:</p> <p>Backup Scheduling: While real-time backup can cause significant internet bandwidth usage and potentially choke the network, scheduling daily backups in the evening presents a risk where the data for that day cannot be fully guaranteed. Therefore, a balance needs to be struck between the frequency of backups and the impact on network performance.</p> <p>Necessary Software and Hardware: To effectively perform the backup and restore operations, we will require dedicated backup software and a management server. These components are crucial for ensuring reliable backup scheduling, execution, and data integrity.</p> <p>We request that the necessary backup software and management server be included in the Bill of Quantities (BOQ) to facilitate these activities and meet the required performance metrics effectively.</p>	Technical	The bidder is responsible for providing any necessary software or tools to achieve the objective. Hence, the provisions of the tender shall prevail.	-

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Clarifications and Amendment to Queries raised during Pre-Bid Meeting on 19.06.2024.

54	Section -VIII Scope of Work/ Technical Specifications	155 of 157	8. Severity Level of Part-B	<p>Severity Level: 1 Description of Service Requests/ Calls/ Incidents: Network-related incidents, Affecting the majority (80% or more) of the users (e.g. Internet, E-mail Service, Web Service, etc.), Security issues in the network, Outbreak of Virus/Malware.</p>	<p>We would like to address the following points for better clarity and effective implementation:</p> <p>Cybersecurity Guarantees: It is important to note that no entity can guarantee 100% cybersecurity. The ever-evolving nature of cyber threats, including viruses and malware, makes it impossible to provide absolute assurance against outbreaks.</p> <p>Scope of Services: Given the above, outbreaks due to viruses and malware should not be included in the scope of services as they represent unpredictable and uncontrollable factors. The responsibility for mitigating such risks should be shared and clearly defined, with the understanding that certain incidents may fall outside the control of the service provider.</p> <p>We request your consideration and clarification on these matters to ensure realistic and effective service commitments.</p>	Technical	The provisions of the tender shall prevail.	-
55	Section -VIII Scope of Work/ Technical Specifications	156 of 157	9. Service Level Required of Part-B	<p>Severity Level: Severity 1 & 2; Maximum Resolution Time (MRT): 3 Hours Severity Level: Severity 3; Maximum Resolution Time (MRT): 5 Hours Severity Level: Severity 4; Maximum Resolution Time (MRT): 7 Hours</p>	<p>Given the logistical constraints and the need for part availability, we propose the following revised response times:</p> <p>Severity 1 & 2: 6 Hours Severity 3: 8 Hours Severity 4: 10 Hours</p> <p>The proposed adjustments ensure that we can provide effective and realistic support without the impractical requirement of having all parts available on-site at SECI premises.</p> <p>We request your consideration and approval of these revised response times to ensure smooth and efficient service delivery</p>	Technical	The provisions of the tender shall prevail.	-
56	Section -VIII Scope of Work/ Technical Specifications	157 of 157	Annexure –C: Indicative List of IT Assets	<p>Serial No. and Service Tag required for service renewal or for FMS</p>	<p>for some existing items, we need cost form the OEM's and OEM is asking item serial number. Request you share existing items serial number.</p>	Technical	OEM make, model and purchase date for IT assets have already mentioned in the tender document.	-
57				<p>Please share the Audio System Make and Model</p>		Technical	Already mentioned in the Annexure C of tender document	-
58				<p>We propose the following:</p> <p>Replacement of Old Devices: We assume that the new switches and storage mentioned in the current tender document/BOQ will be used, and the old switches and storage will be replaced. This will ensure that the infrastructure remains up-to-date and efficient so SECI can remove point no. 13, 14, 15, 16, 11 from the page no. 157</p> <p>Removal of Obsolete Devices: We recommend removing the IBM server (IBM x3250 M4) from the support list. Given its age (January 2014), sourcing parts for this server would be very difficult and significantly increase the cost in the BOQ.</p> <p>We request your consideration and approval of these proposed adjustments to ensure realistic and cost-effective service delivery.</p>		Technical	The provisions of the tender shall prevail.	-

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Tender for Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure for 3 Years vide GeM Tender No: GEM/2024/B/5040970 dated 12.06.2024.

Format for Detailed monthly item-wise price breakup

Format for Detailed monthly item-wise price breakup for "Indicative list of IT Assets at Annexure-C" shall be provided by the bidder along with the Financial/ Price Bid.

S No	Description of the Item	UOM	Quantity	Price per Month exclusive of GST (INR)		Goods & Service Tax (GST) per Month		Total Price inclusive of GST per Month (INR)	
				Unit Price (INR)	Total Price (INR)	Applicable GST Rate (%)	Applicable GST Amount (INR)		
(A)	(B)	(C)	(D)	(E)	(F = D x E)	(G)	(H = F x G)	(I = F + H)	
1	Full HD Camera for VC (Clearone Unite 150 PTZ)	per Unit	2						
2	Studio HD Camera for VC (Polycom P009)	per Unit	2						
3	Expansion Mic (Polycom EX-MIC Rev C2)	per Unit	2						
4	Wall-Mounted Speaker (Apart MASK8F-BL)	per Unit	4						
5	Amplifier (Apart Revamp 2600)	per Unit	2						
6	Amplifier (Apart Revamp 2150)	per Unit	1						
7	Wireless Transmitter Mic (Sennheiser SKM-XSW (e835)	per Unit	1						
8	Wireless Receiver (Sennheiser EM-XSW 2)	per Unit	1						
9	Sennheiser Gooseneck MIC MEG 14 40	per Unit	1						
10	Server (HP Proliant DL380)	per Unit	1						
11	Storage Server (Dell NX3240)	per Unit	1						
12	Server (IBM x3250 M4)	per Unit	1						
13	Switch (CISCO SG300-28)	per Unit	4						
14	Switch (D-Link 3130-30TS)	per Unit	5						
15	Switch (D-Link 3130-30PS)	per Unit	2						
16	Switch (D-Link 3130-54PS)	per Unit	3						
17	Ceiling Speakers (Apart)	per Unit	9						
18	Table top Mic (Sennheiser 114-SB)	per Unit	9						
19	Splitter (Ugreen - 50710)	per Unit	2						
20	DSP (Biamp Nexia VC)	per Unit	2						
21	Clearone (Converge Pro 2) AC	per Unit	1						
22	Clearone (Converge Huddle)	per Unit	1						
23	Clearone (Dialog 20) Wireless Mic	per Unit	1						
GRAND TOTAL PRICE INCLUSIVE OF GST PER MONTH (INR)					(IN FIGURE)				-
GRAND TOTAL PRICE INCLUSIVE OF GST PER MONTH (INR)					(IN WORDS)				Indian Rupees _____ Only.

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SECTION-I

INVITATION FOR BIDS (IFB)

SOLAR ENERGY CORPORATION OF INDIA LIMITED
(A Government of India Enterprise)



Solar Energy Corporation of India Limited (hereinafter called as “SECI” or as “Owner” or as “Buyer”), New Delhi **Invites Bids in Online Mode on GeM (Government e-Marketplace) portal (E-Procurement Mode)** from the eligible Bidders/ Company’s/ Service Providers to participate in the Tender for the “**Tender for the Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure for 3 Years**”

For the implementation of above-mentioned work/services, Bidders should submit their Techno Commercial & Price Bids/Proposals complete in all respect in **Online** on GeM (<https://www.gem.gov.in>) portal.

Earnest Money Deposit (EMD) (if applicable, as specified in Bid Information Sheet (Section-I, IFB)) to be submitted under **offline mode** in separate sealed cover’s, superscribed with “**Tender for the Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure for 3 Years**” at the following address so as to reach on or before Last date & Time of submission of Bids given in the published GeM Tender document on GeM portal positively to

Sh. Boda Pool Singh, Senior Engineer (C&P)
Solar Energy Corporation of India Limited
6th Floor, Plate-B, NBCC Office Block Tower-2,
East Kidwai Nagar, New Delhi-110023
Tel: 011 24666 200, Extn: 293;
E-mail: boda.poolsingh@seci.co.in; contracts@seci.co.in;

Bidder shall submit the Tender proposal, complete in all respect as per the Bid Information sheet.

1. The complete Bidding Documents are available at GeM (Government e-Marketplace) portal <https://www.gem.gov.in>, Central Public Procurement portal (CPPP) of GoI at www.eprocure.gov.in as well as on SECI’s website <http://www.seci.co.in>. However, for the purpose of participation, the official copy of the bidding documents shall only be downloaded from GeM portal at <https://www.gem.gov.in>, as per the provisions available therein. Accordingly, the online bid also has to be uploaded by the respective bidders at

<https://www.gem.gov.in> only & no other mode of participation is permitted for this tender document other than GeM Portal.

- Interested bidders have to necessarily register themselves on the GeM portal <https://www.gem.gov.in> to participate in the bidding under this invitation for bids. It shall be the sole responsibility of the interested bidders to get themselves registered at the aforesaid portal for which they are required to contact GeM Help-desk to complete the registration formalities. The details of GeM Help-desk is mentioned on the Bid Information Sheet. All required documents and formalities for registering on GeM are available at <https://www.gem.gov.in>.

They may obtain further information regarding this IFB from the registered office of SECI at the address given on the Bid Information Sheet from 10:00 hours to 17:00 hours on all working days till the last date of the Bid Submission.

For proper uploading of the bids on the portal namely <https://www.gem.gov.in> (hereinafter referred to as the 'portal'), it shall be the sole responsibility of the bidders to apprise themselves adequately regarding all the relevant procedures and provisions as detailed in the portal as well as by contacting GeM Help-desk directly, as and when required, for which contact details are also mentioned on the Bid Information Sheet. The Owner in no case shall be responsible for any issues related to timely or properly uploading/ submission of the bid in accordance with the relevant provisions of Section II - ITB of the Bidding Documents.

- A Single Stage Two Envelope Bidding Procedure will be adopted and will proceed as detailed in the Bidding Documents. Bidding will be conducted through the competitive bidding procedures as per the given provisions of bidding document and the contract shall be executed as per the provisions of the Contract. It shall be noted that the respective rights of the owner and the Bidder/ Contractor shall be governed by the Bidding Documents/ Contract signed between the owner and the Contractor for the mentioned work.
- Bidders should submit their bid proposal online complete in all aspect on or before last date and time of Bid Submission as mentioned on GeM Portal at <https://www.gem.gov.in> and as indicated in the Bid Information Sheet.
- Bidder shall submit bid proposal along with non-refundable Tender Processing Fees, Earnest Money Deposit (EMD) if applicable in all respect as per the Bid Information Sheet. Techno-Commercial bids will be opened as per the Bid Information Sheet in online presence of authorised representatives of bidders who wish to be present offline/ online. Bid proposals received without the prescribed Tender Processing Fees and Earnest Money Deposit (EMD, if applicable) will be rejected. **In the event of any date indicated is a declared Holiday, the next working day shall become operative for the respective purpose mentioned herein.**

6. Tender documents which include Eligibility Criteria, Technical Specifications, various Conditions of Contract, Formats etc. can be downloaded from GeM portal at <https://www.gem.gov.in>. It is mandatory to download official copy of Tender Document from GeM Portal to participate in the Tender. Any amendment(s)/ corrigendum(s)/ clarification(s) with respect to this Tender shall be uploaded on GeM portal only. The Bidder should regularly check for any Amendment(s)/ Corrigendum(s)/ Clarification(s) on the above-mentioned GeM Portal. The same may also be uploaded on SECI website <http://www.seci.co.in> also.
7. **As this is a BOQ based bidding on the GeM, in case of any discrepancy in information, the information available in this Tender shall prevail.**
8. Bidder selected shall be responsible for the performance of the following scope of work (more detailed in this tender document):

“Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure for 3 Years”.
9. **Timeliness is the essence of this Contract. The Contractor has to ensure Continuous Services at all times and as per Schedule and time limits finalized by SECI and/ or given in this tender document. Prospective Bidders may like to visit the Site and examine the same in order to understand the Scope of Work prior to submitting their response.**
10. Performance Securities as per this tender document shall be furnished by the successful bidder after issuance of the GeM Order/ Notification of Award (NOA)/ Contract Agreement by the Owner.
11. Owner reserves the right to cancel/ withdraw this invitation for bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

INTERPRETATIONS

1. Words comprising the singular shall include the plural & vice versa.
2. An applicable law shall be construed as reference to such applicable law including its amendments or re-enactments from time to time.
3. A time of day shall save as otherwise provided in any agreement or document be construed as a reference to Indian Standard Time.
4. Different parts of this contract are to be taken as mutually explanatory and supplementary to each other and if there is any differences between or among the parts of this contract, they shall be interpreted in a harmonious manner so as to give effect to each part.

The table of contents and any headings or sub headings in the contract has been inserted for case of reference only & shall not affect the interpretation of this agreement.

DISCLAMIER

1. Though adequate care has been taken while preparing the Tender Document, the Bidders shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Bidder within Ten (10) days from the date of notification of Tender/Issue of the Tender Documents, it shall be considered that the Tender Document is complete in all respects and has been received by the Bidder.
2. Solar Energy Corporation of India Limited (SECI) reserves the right to modify, amend or supplement this Tender Document including all formats and Annexures.
3. While this Tender has been prepared in good faith, neither SECI nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Tender, even if any loss or damage is caused by any act or omission on their part.

BID INFORMATION SHEET

The brief details of the tender are as under:

1	Name of Work/ Brief Scope of Work/ Job	Tender for the Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure for 3 Years.
2	Tender No. & Date	As per the GeM Bid No and Date given in the published bid document on GeM portal.
3	Source of Funds	Owner as defined in the Special Conditions of Contract (SCC) intends to finance the package through domestic funding and own resources.
4	Type of Tender	e-Tender
5	Type of Bidding System	Single Bid (i.e. “Single Stage - Two Envelope”) System
6	Completion/ Contract Period	03 (Three) Years 02 (Two) Months i.e. 38 (Thirty-Eight) months. As detailed under Special Conditions of Contract (SCC), Section-VI of the tender document.
7	JV/Consortium	NOT ALLOWED
8	Number of Bids per Bidder	Bidder shall submit only 'one [01] Bid' per bidder in the Bidding Process. A Bidder who submits or participates in more than 'one [01] Bid' will cause all the proposals in which the Bidder has participated to be disqualified. A Bidder including its Parent, Affiliate or Ultimate Parent or any Group Company may submit a single bid.
9	Cost of Bidding Documents	Free of cost
10	Bid Validity	The bid validity period shall be 180 (One Hundred and Eighty) Days or as mentioned in the published bid document on the GeM portal from the date of opening of Techno-Commercial Bid (Envelope-I).
11	Bid Currency	INR (Indian Rupees)
12	Tender Processing Fee (NON- REFUNDABLE)	Not Applicable.
13	Earnest Money Deposit (EMD)	Applicable. Amount: INR 2,86,000/- (Indian Rupees Two Lakhs Eighty-Six Thousand Only).

		As detailed under Bid Data Sheet (BDS), Section-III of the tender document.
14	Contract Performance Security	<p>Applicable.</p> <p>The successful bidder shall furnish an unconditional and irrevocable Contract Performance Security within 30 days from the date of issuance of the GeM Order. The value of the Contract Performance Security shall be 3% of the Total Contract value valid for a total period of 41 (Forty-One) Months (38 Months for Contract Duration + 03 Months Additional) from the date of its issuance.</p> <p>As detailed under Special Conditions of Contract (SCC), Section-VI of the tender document.</p>
15	Date, Time & Venue of Pre-Bid Meeting	A Pre-Bid/clarification Meeting conference shall be held as per notification on SECI's website www.seci.co.in which will be conducted Online/Offline at SECI office, 6th Floor, Plate-B, NBCC Office Block Tower-2, East Kidwai Nagar, New Delhi-110023/Or at the location as notified by SECI. Only two persons from the Bidder company are allowed to attend the same.
16	Last date & Time of Submission of Bids	As per the date & time given in the published GeM Tender document on GeM portal.
17	Opening of Techno Commercial Bids	As per the date & time given in the published GeM Tender document on GeM portal.
18	Financial Bid Opening	To be intimated after the shortlisting of Techno Commercial Bids by GeM (by default, as applicable) and further, no sperate intimation will be issued.
19	Name, Designation, Address and other details (For Submission of Response to NIT)	<p>Sh. Boda Pool Singh, Senior Engineer (C&P) Solar Energy Corporation of India Limited 6th Floor, Plate-B, NBCC Office Block Tower-2, East Kidwai Nagar, New Delhi-110023 Tel: 011 24666 200, Extn: 293; E mail: boda.poolsingh@seci.co.in; contracts@seci.co.in;</p>
20	Details of persons to be contacted in case of any assistance required	<p>1) Sh. Deepak Mittal/ Mohit Verma Sr Manager (IT)/ Young Professional (IT) Ph: 011-24666 200/ 304/ 311</p> <p>2) Sh. Sandeep Kumar/ Sh. Boda Pool Singh Dy General Manager (C&P)/ Sr Engineer (C&P) Ph: 011-24666 200/ 293</p>

21	Contact Details of the GeM	Contact Person: GeM Help-desk Toll Free Numbers: 1800-419-3436, 1800-102-3436 Email: helpdesk-gem@gov.in;
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Important Note

1. Any bidder, who meets the Qualifying Requirements and wishes to quote against this tender, may download the complete bidding document along with its amendment(s) if any from GeM Portal (<https://www.gem.gov.in>) and submit their Bid complete in all respect as per terms & conditions of Tender Document on or before the due date of bid submission.
2. Clarification(s)/Corrigendum(s) if any shall also be available on above referred websites.
3. Prospective Bidder are requested to remain updated for any notices/amendments/clarifications etc. to the Tender Document from GeM portal and/ or SECI website. No separate notifications will be issued for such notices/amendments/clarification etc. in the print media or individually. All the information related to this Tender Document shall be updated in the GeM Portal (<https://www.gem.gov.in>) and/ or SECI website (www.seci.co.in) only.

SECTION-II

**INSTRUCTIONS
TO
BIDDERS**

Preamble

This part (Section - II) of the Tender Documents provides the information necessary for bidders to prepare responsive bids, in accordance with the requirements of the Owner. It also provides information on bid submission and uploading the bid on portal <https://www.gem.gov.in>, bid opening, evaluation and on contract award. This Section (Section - II) contains provisions that are to be used unchanged unless Section - VI (Special Conditions of Contract), which consists of provisions that supplement, amend, or specify in detail, information or requirements included in ITB and that are specific to each procurement, states otherwise.

However, provisions governing the performance of the Contractor, payments under the contract or matters affecting the risks, rights and obligations of the parties under the contract are not included in this section but instead under Section - V (General Conditions of Contract) and/ or Section - VI (Special Conditions of Contract).

Bidders may note that the respective rights of the Owner and Bidders/ Contractors shall be governed by the Tender Documents and Contracts signed between the Owner and the Contractor. The provisions of Tender Documents shall always prevail over any other documents in case of contradiction.

Further in all matters arising out of the provisions of this Tender document, the laws of the Union of India shall be the governing laws and the respective courts of Owner/Site shall have exclusive jurisdiction.

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[A] – GENERAL

1. **SCOPE OF BID**

- 1.1 The Owner wishes to receive Bids as described in the Bidding documents/ Tender documents issued by Owner.
- 1.2 The Scope of Work/ Services shall be as defined in the Tender documents.
- 1.3 The successful bidder will be expected to complete the entire scope of work within the period stated in Bid Information Sheet (Section-I, Invitation for Bids).
- 1.4 Day' means 'Calendar Day' and 'Singular' also means 'Plural'.

2. **BIDS FROM CONSORTIUM/ JOINT VENTURE**

As specified in the Bid Information Sheet attached under Section - I (Invitation for Bids, IFB).

3. **NUMBER OF BIDS PER BIDDER**

Unless otherwise specified in the Bid Information Sheet attached under Section - I (Invitation for Bids, IFB), a Bidder shall submit only 'one [01] Bid' in the same Bidding Process. A Bidder who submits or participates in more than 'one [01] Bid' will cause all the proposals in which the Bidder has participated to be disqualified.

4. **COST OF BIDDING & TENDER PROCESSING FEE**

4.1 **COST OF BIDDING**

The Bidder shall bear all costs associated with the preparation and submission of the Bid including but not limited to Bank charges, all courier charges including taxes & duties etc. incurred thereof. Further, Owner will in no case, be responsible or liable for these costs, regardless of the outcome of the bidding process.

4.2 **TENDER PROCESSING FEE (NON-REFUNDABLE)**

Not Applicable.

[B] - BIDDING DOCUMENTS

5. **CONTENTS OF TENDER DOCUMENTS**

5.1 The contents of Tender Documents are those stated below, and should be read in conjunction with any 'Addendum/ Corrigendum' issued in accordance with "ITB: Clause-7":

- Section-I : Invitation for Bids [IFB]
- Section-II : Instructions to Bidders [ITB]
- Section-III : Bid Data Sheet [BDS]
- Section-IV : Qualifying Requirements [QR]
- Section-V : General Conditions of Contract [GCC]
- Section-VI : Special Conditions of Contract [SCC]
- Section-VII : Forms and Formats
- Section-VIII : Scope of Work [SOW]/ Technical Specifications [TS]

5.2 The Bidder is expected to examine all instructions, forms, terms & conditions in the Tender Documents. The entire Tender Documents together with all its amendments, clarifications, and attachments thereto, shall be considered to be read, understood and accepted by the Bidders. Failure to furnish all information required by the Tender Documents or submission of a Bid not substantially responsive to the Tender Documents in every respect will be at Bidder's risk and may result in the rejection of his Bid. However, Owner at its sole discretion may seek clarifications from the Bidders to adjudge the exact content and facts of the Tender Documents.

6. CLARIFICATION OF TENDER DOCUMENTS

6.1 A prospective Bidder requiring any clarification(s) of the Tender Documents may notify Owner in writing by e-mail or at Owner's mailing address indicated in the Bid Information Sheet no later than 02 (Two) working days after the pre-bid meeting (in cases where pre-bid meeting is scheduled) or 15 (Fifteen) days prior to the bid closing date (in cases where pre-bid meeting is not held). Owner reserves the right to ignore the bidders request for clarification if received beyond the aforesaid period. Owner may respond in writing to the request for clarification. Owner's response including an explanation of the query, but without identifying the source of the query will be uploaded on GeM Portal <https://www.gem.gov.in> and/ or Owner's website www.seci.co.in.

6.2 Any clarification or information required by the Bidder but same not received by the Owner at clause 6.1 above is liable to be considered as "no clarification/ information required".

6.3 Clarifications sought by the bidders are to be mandatorily submitted in the SECI provided format only provided along with the Tender document. Pre-Bid queries submitted in any other format will not be considered.

7. AMENDMENT OF TENDER DOCUMENTS

- 7.1 At any time prior to the 'Bid Due Date', Owner may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Documents by addenda/ corrigendum.
- 7.2 Any addendum/ corrigendum thus issued shall be part of the Tender Documents and shall be hosted on GeM Portal <https://www.gem.gov.in> and/ or Owner's website www.seci.co.in. Bidders must consider all such addendum/ corrigendum before submitting their bid.
- 7.3 The Owner, if consider necessary, may extend the date of submissions of Bid to allow the Bidders a reasonable time to furnish their most competitive bid considering the amendment issued thereof.

[C] - PREPARATION OF BIDS

8. LANGUAGE OF BID

The bid prepared by the bidder and all correspondence/ drawings and documents relating to the bid exchanged by bidder and Owner shall be written in English language alone. Any printed literature furnished by the bidder may be written in another language if accompanied by an ENGLISH translation duly authenticated by the Chamber of Commerce/ Certified Translator of bidder's country, in which case, for the purpose of interpretation of the bid, the ENGLISH translation shall govern.

In the event of submission of any document/ certificate by the Bidder in a language other than English, the English translation of the same duly authenticated by Chamber of Commerce/ Certified Translator of Bidder's country shall be submitted by the Bidder.

9. DOCUMENTS COMPRISING THE BID

The bid shall be submitted by the Bidder under “**Single Stage - Two Envelope**” procedure of bidding. Under this procedure, the bid submitted by the Bidder in two envelopes - **First Envelope (also referred to as Techno - Commercial Part) and Second Envelope (also referred to as Price Part)** shall comprise of the following documents:

9.1 **Hard Copy**

Hard copy of the bid shall comprise of following documents/ programmed file-Attachments to be submitted in sealed envelope, as part of First Envelope. The envelope shall bear {**the name of Tender, the Tender No. and the words 'DO NOT OPEN BEFORE' (due date & time)**}.

Sh. Boda Pool Singh, Senior Engineer (C&P)
Solar Energy Corporation of India Limited
6th Floor, Plate-B, NBCC Office Block Tower-2,
East Kidwai Nagar, New Delhi-110023
Tel: 011 24666 200, Extn: 293;
E-mail: boda.poolsingh@seci.co.in; contracts@seci.co.in;

- a. Earnest Money Deposit (EMD), in original as per Clause 14 of ITB or as per 'Format-IV/ Format-27/ Format-29' or as prescribed, if applicable.

Bidder shall also upload the scanned copies of all the above-mentioned original documents as Programmed File Attachments during online Bid Submission as a part of First envelope.

“Bidder should explicitly note that no hard copies are to be submitted as a part of Second envelope”.

9.2 Soft Copy

Online documents/Soft copy of the bid shall comprise of following documents to be uploaded on the GeM portal <https://www.gem.gov.in> as per provisions therein.

I. As part of First Envelope

DOCUMENTS LISTED BELOW ARE TO BE SUBMITTED IN ON-LINE MODE AS SOFT COPIES:

- a. Covering Letter as per Format-I.
- b. General particulars of the Bidder as per the Format-II
- c. Earnest Money Deposit as per Clause 14 of ITB or as per the Format-IV/ Format-27/ Format-29, if applicable
- d. No Deviation Confirmation as per Format-IX
- e. E-Banking Mandate Form as per Format-X
- f. Power of Attorney as per Format-XII for such authorization
- g. Board Resolution as per Format-XI for such authorization, if applicable.
- h. Declaration Regarding Banning, Liquidation, Court Receivership etc. as per Format-XIII.
- i. Undertaking regarding that the bidder has not been blacklisted by any Government Department/PSU as on the date of invitation of the bid.
- j. Copy of GST registration No, PAN Card and Income Tax Registration,
- k. Financial Proposal as per Format-V
- l. Annual reports along with a certification of Turnover of last 03 years as per Format-VIII*
- m. Bidders Experience/ Technical Proposal as per Format-VII

- n. Annexure-B: Product Compliance Sheet along with the detailed specifications data sheet's & respective OEM Authorization's provided in Scope of Work, Section-VIII of Tender Document.
- o. Duly attested documents in accordance with the "Qualifying Requirements (QR)" establishing the qualification.
- p. A self- certification regarding having office of their own in Delhi/NCR on the letterhead of the Agency (duly stamped and signed) indicating address and contact details.

*In case the audited annual accounts for the year previous Financial Year are not available with the bidder, Minimum Average Annual Turnover shall be considered for the average of its last three preceding years. MAAT shall mean Revenue from Operations as incorporated in the profit & loss account excluding other income, e.g., sale of fixed assets. This must be the individual Company's turnover and not that of any group of Companies. A summarized sheet of average turn over certified by a practicing CA/Statutory Auditor should be compulsorily enclosed along with corresponding annual accounts.

The Technical Proposal shall not include any financial information relating to the Financial Proposal. The Bidder shall submit Bids in the given Format only.

II. As part of Second Envelope

- a. The Electronic Form of the bid for Second Envelope (Price - Part), as available on the GeM portal, shall be duly filled.
- b. Main Price Bid comprising as per Format-VI (SCHEDULE OF RATES (SOR)/PRICE BID) available on GeM portal of the Price Schedule duly completed, sealed, and signed/digitally signed shall be uploaded. **“Termed as MAIN BID”**.
- c. The bidder shall submit the Excel Sheet/ **Financial Document indicating price break up as per the Format-VI (SCHEDULE OF RATES (SOR)/PRICE BID)** of Forms & Formats, Section-VII along with the Financial Bid in the prescribed price bid format only on the GeM Portal.

10. SCHEDULE OF RATES (SOR)/ PRICE SCHEDULE (PS)/ BID PRICES

- 10.1 Unless stated otherwise in the Tender Documents, the Contract shall be for the whole works/services as described in Tender Documents, based on the rates and prices submitted by the Bidder, and accepted by the Owner. The prices quoted by the Bidders should include the Goods & Service Tax (GST) components.

- 10.2 Prices must be filled in format "available in GeM portal" as part of Tender documents. If quoted in separate typed sheets, such bids may be rejected.
- 10.3 Bidder shall quote for all the items of "SOR/ Price Bid" after careful analysis of cost involved for the performance of the completed item considering all parts of the Tender Document. In case any activity though specifically not covered in description of item under "SOR/ Price Bid" but is required to complete the works as per Specifications, Scope of Work/ Service, Standards, "GCC", "SCC" or any other part of Bidding Document, the prices quoted shall deemed to be inclusive of cost incurred for such activity.
- 10.4 All Goods & Service Tax (GST) components [applicable for both Centre and state] payable by the bidder under the Contract, or for any other cause, shall be included in the "SOR/ Price Bid".
- 10.5 Prices quoted by the Bidder, shall remain FIRM and Fixed and valid until completion of the Contract and will not be subject to variation on any account.
- 10.6 In case of any variation (positive/ negative) in existing rates of taxes/ duties/ levies or a new tax/ duty/ levy is introduced or any existing tax/ duty/ levy is abolished or application of any Tax in the course of the performance of this Contract, which will/ may impact the overall pricing in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to factor any such change by addition to the Contract Price or deduction therefrom, as the case may be. All these adjustments would be carried out by considering the base price of taxes equivalent to the amount mentioned under taxes and duties column of the SOR/ PS.
- a. The term Change in Law shall refer to the occurrence of any of the following events pertaining to this tender only after the last date of the bid submission, including (i) the enactment of any new law; or (ii) an amendment, modification, or repeal of an existing law; or (iii) any change in the rates of any Taxes including any duties and cess or introduction of any new tax made applicable for setting up the tender.
- b. However, Change in Law shall not include (i) any change in taxes on corporate income or (ii) any change in any withholding tax on income or dividends distributed to the shareholders of the Contractor, or (iii) any change on account of regulatory measures by the Appropriate Commission.

11. GOODS & SERVICE TAX (GST)

- 11.1 Contractor shall mandatorily obtain the registration under GST Law at Central level and/or in respective State as may be required. Further, Contractor shall mandatorily file returns under GST before their due date & comply with the requirements of the Law within timelines. Before releasing the payment to the Contractor. Owner shall

not be responsible for any delay in payment release to the contractor in case the GST compliance is not fulfilled from the contractor side in any manner.

- 11.2 Contractor shall be responsible to comply with all the requirements of applicable provisions of GST. Contractor has to mandatorily get registered under GST at Central and relevant State(s). Contractor shall file all the returns on timely basis and upload all the Invoices and acceptance thereof as may be required under the provisions of GST. In case, it is found that Owner is not able to take Input Tax Credit (ITC) benefit of the taxes due to any fault of the Contractor, Owner shall be constrained to deduct the amount from the payments to be made to the Contractor or recover the same in any other manner.
- 11.3 Bidders are required to submit a copy of the GST Registration Certificate or GST provisional certificate while submitting the bids wherever GST tax is applicable.
- 11.4 The responsibility of payment of GST lies with the Service Provider only. Contractor providing taxable service shall issue an Invoice, a Bill or as the case may be, a Challan which is signed, serially numbered and in accordance with rule GST Law. The invoice shall also contain the following:
- Name, Address & Registration No. of such Person/ Contractor
 - Name & Address of the Person/ Contractor receiving Taxable Service
 - Description, Classification & Value of Taxable Service provided
 - GST Amount, if any.
 - HSN code of the Goods/Services.
 - Payments to Service Provider for claiming GST amount will be made provided the above formalities are fulfilled. Further, Owner may seek copies of challan and certificate from Chartered Accountant for deposit of GST collected from Owner.
- 11.5 In case CBIT (Central Board of Indirect Taxes and Customs) brings to the notice of Owner that the contractor has not remitted the amount towards GST collected from Owner to the government exchequer, then, that contractor may be debarred from bidding in future tenders of Owner for given period as per the sole discretion of Owner.
- 11.6 In case of statutory variation in GST during currency of the Contract, the Contractor shall submit a copy of the 'Government Notification' to evidence the date of revision. Claim for payment of GST / Statutory variation in GST, should be raised within two [02] months from the date of issue of 'Government Notification' for payment of differential (in %) GST, otherwise claim in respect of above shall not be entertained for payment of arrears. The following may also be noted: -

Any increase in the rate of non-ITC based GST beyond the contractual completion period shall be to contractor's account whereas any decrease in the rate shall be passed on to the Owner.

- 11.7 Owner will reimburse the GST to the Contractor at actuals against submission of ITC based invoices issued in accordance with GST rules. In case of any variation in the executed quantities, the amount on which the GST is applicable shall be modified in same proportion.
- 11.8 Owner will reimburse the GST to the Contractor at actuals against documentary evidence subject to the ceiling amount of GST as quoted by the bidder, subject to any statutory variations. In case of any variation in the executed quantities (If directed and/ or certified by the Engineer-In-Charge) the ceiling amount on which GST is applicable will be modified on pro-rata basis.
- 11.9 Contractor shall ensure timely submission of correct invoice(s) with all required supporting document(s) so to enable Owner to avail Input Tax Credit (ITC) (If applicable).

12. BID CURRENCIES

Bidders must submit bid in the currency as mentioned in Bid Information Sheet (Section-I, IFB).

13. BID VALIDITY

- 13.1 Bids shall be kept valid for period specified in Bid Information Sheet (Section-I, IFB) from the final 'Bid Opening Date'. A Bid valid for a shorter period may be rejected by Owner as 'non-responsive'.
- 13.2 In exceptional circumstances, prior to expiry of the original 'Bid Validity Period', the Owner may request the Bidders to extend the 'Period of Bid Validity' for a specified additional period. The request and the responses thereto shall be made in writing or by email. A Bidder may refuse the request without forfeiture of his 'EMD, if applicable will '. A Bidder agreeing to the request will not be required or permitted to modify his Bid but will be required to extend the validity of its 'EMD, if applicable will ' for the period of the extension and in accordance with "ITB: Clause-14" in all respects.

Note: In case of extension(s) of last due date of the Tender submission, the latest extension issued shall be considered as the final due date of Tender submission and accordingly the Tender validity should be calculated and sufficed. The validity of the Tender need to be revised by respective bidders in case the bids are already submitted prior to the last due date of the initial Tender submission deadline.

14. EARNEST MONEY DEPOSIT(EMD)

- 14.1 The applicability/Non-applicability of Earnest Money Deposit (EMD) is specified under Bid Information Sheet (Section-I, IFB).
- 14.2 The Bids must be accompanied with 'Earnest Money Deposit (EMD)' in the form of either through NEFT/ RTGS transfer in the account of SECI or 'Demand Draft' or 'Banker's Cheque' [in favour of Solar Energy Corporation of India limited, New Delhi payable at New Delhi] or 'Bank Guarantee' as per the 'Format -IV' provided in Forms & Formats, Section-VII of tender documents. Bidders shall ensure that EMD, having a validity of at least 30 (Thirty) Days beyond the validity of the bid, must accompany the Bid in the format(s) made available in the Tender Document. In case of any extension in validity of bid, the EMD shall be extended suitably. The EMD shall be submitted in Indian Rupees only.
- 14.3 The 'EMD' is required to protect Owner against the risk of Bidder's conduct, which would warrant the EMD's forfeiture, pursuant to "ITB: Clause-14.8".
- 14.4 Owner shall not be liable to pay any Bank charges, commission, or interest etc. on the amount of 'EMD'. In case 'EMD' is in the form of a 'Bank Guarantee', the same shall be from any scheduled Bank as specified in the List of Banks enclosed at Section-VII of Tender documents or a branch of an International Bank situated in India and registered with 'Reserve Bank of India' as Scheduled Foreign Bank. However, in case of 'Bank Guarantee' from Banks other than the Nationalized Indian Banks, the Bank must be commercial bank having net worth more than INR 500 Crores (Indian Rupees Five Hundred Crores Only).
- 14.5 Bid not accompanied with required amount of EMD shall be liable for rejection.
- 14.6 'Earnest Money Deposit' of all the unsuccessful Bidders disqualified at the stage of evaluation, will be discharged/ returned as promptly as possible, but not later than '30 [thirty] days' of their respective disqualification.
- 14.7 The successful bidder's (L1 bidder) 'Earnest Money Deposit' will be discharged upon the Bidder's signing the 'Contract Agreement' and furnishing the 'Performance Security duly vetted by the Bank'.
- 14.8 Notwithstanding anything contained herein, the 'EMD' may also be forfeited in any of the following cases:
- If a Bidder withdraws or varies his Bid during the 'Period of Bid Validity'.
 - If a Bidder has indulged in corrupt/ fraudulent/ collusive/ coercive practice.
 - Violates any other condition, mentioned elsewhere in the tender document including deviations or conditional bid.
 - In the case of a successful Bidder, if the Bidder fails to:

- i. acceptance of the GeM Order/Contract Agreement.
- ii. to furnish "Performance Security.
- iii. to accept 'arithmetical corrections' as per provision of the clause 29 of ITB.

14.9 In case EMD is in the form of 'Bank Guarantee', the same must indicate the Bid Document No and the Work for which the Bidder is quoting. This is essential to have proper correlation later. The 'EMD' should be in the form provided at 'Format -IV'.

Note: In case of extension(s) of last due date of the Tender submission, the latest extension issued shall be considered as the final due date of Tender submission and accordingly the Earnest Money Deposit validity and Bid validity should be calculated and sufficed. The validity of the submitted EMD and bid validity need to be revised by respective bidders in case the bids are already submitted prior to the last due date of the initial Tender submission deadline.

15. CONTRACT PERFORMANCE SECURITY

15.1 Against the work, within 30 (Thirty) days effective from the date of issuance of the GeM Order, the successful bidder shall furnish an unconditional and irrevocable Contract Performance Security in accordance with Special Conditions of the Contract. The Contract Performance Security shall be in the form of either Banker's Cheque or Demand Draft or Bank Guarantee and shall be in the currency of the Contract and will be issued in the name of the Owner as specified in the SCC. The Contract Performance Security shall be for an amount equal to specified in Special Conditions of Contract (SCC) towards faithful performance of the contractual obligations, performance of equipment and shall cover entire Contract. The validity of Contract Performance Security shall be in conjunction with the provisions mentioned under Section - VI, Special Conditions of Contract (SCC).

15.2 Bank Guarantee towards Contract Performance Security shall be from any scheduled bank as specified in the List of Banks enclosed at Section - VII, Forms and Formats of Tender documents or a branch of an International Bank situated in India and registered with Reserve Bank of India as scheduled foreign bank in case of Indian bidder. However, in case of Bank Guarantees from Banks other than the Nationalized Indian banks, the Bank must be a commercial Bank having net worth more than INR 500 Crores and a declaration to this effect should be made by such commercial bank either in the Bank Guarantee itself or separately on its letterhead. This Bank Guarantee shall be valid for a period in conjunction with the provisions mentioned under Section - VI, Special Conditions of Contract (SCC).

15.3 The Contract Performance Security may also be submitted in the form of 'crossed payee accounts only' Demand Draft/ Banker's Cheque in favor of as mentioned in the SCC.

15.4 In case of default or failure of the successful bidder to comply with the requirements of this article shall constitute sufficient grounds for the cancellation of the award and forfeiture of the EMD, if applicable.

In case of default or failure of the Contractor to comply with the requirements of any of the Obligations covered under this Tender Document and/ or GeM Order/ Contract Agreement shall constitute sufficient grounds for forfeiture of the Contract Performance Security.

15.5 The Contract Performance Security has to cover the entire contract value including extra works/ services also. As long as the Contract Performance Security submitted at the time of award takes care of the extra works/ services executed and total executed value are within the awarded contract price, there is no need for additional Contract Performance Security. As soon as the total executed value exceeds the ceiling of awarded contract price by more than 0.5%, the Contractor shall furnish additional Contract Performance Security on proportionate basis of the percentage as defined in the Special Conditions of Contract (SCC) for the additional amount in excess to the original contract value.

15.6 Further, any delay beyond 30 (Thirty) days shall attract interest @ 1.25% per month on the total Contract Performance Security amount, calculated on pro-rata basis accordingly. Owner at its sole discretion may cancel the GeM Order/ Contract Agreement & forfeit 100% of EMD if applicable in case Contract Performance Security is not submitted within 45 (Forty-five) days from the date of issuance of the GeM Order. However, total project completion period shall remain same. Part Security shall not be accepted. The Zero Date shall be counted from the date of issuance of the GeM Order.

15.7 If the Contractor/ Sub-Contractor or their employees or the Contractor's agents and representatives shall damage, break, deface or destroy any property belonging to the Owner or others during the execution of the Contract, the same shall be made good by the Contractor at his own expenses and in default thereof, the Engineer-in-Charge may cause the same to be made good by other agencies and recover expenses from the Contractor (for which the certificate of the Engineer-in-Charge shall be final).

15.8 All compensation or other sums of money payable by the Contractor to the Owner under terms of this Contract may be deducted from or paid by the encashment of a sufficient part of his Contract Performance Security or from any sums which may be due or may become due to the Contractor by the Owner of any account whatsoever and in the event of his Contract Performance Security being reduced by reasons of any such deductions or sale of aforesaid, the Contractor shall within 10 (Ten) days thereafter make good in cash, bank drafts as aforesaid any sum or sums which may have been deducted from or realized by encashment of his Contract Performance Security, or any part thereof. No interest shall be payable by the Owner for sum deposited as Contract Performance Security.

16. PRE-BID MEETING

- 16.1 The Bidder(s) or his designated representative are invited to attend a "Pre-Bid Meeting" which will be held at address specified in Bid Information Sheet under Section - I, Invitation for Bids, IFB. It is expected that a bidder shall not depute more than 02 representatives for the meeting.
- 16.2 Purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- 16.3 Text of the questions raised, and the responses given, together with any responses prepared after the meeting, will be uploaded on SECI & ETI website against the Tender. Any modification of the Contents of Tender Documents listed in "ITB: Clause-5.1", that may become necessary because of the Pre-Bid Meeting shall be made by the Owner exclusively through the issue of an Addendum/ Corrigendum pursuant to "ITB: Clause-7", and not through the minutes of the Pre-Bid Meeting.
- 16.4 Non-attendance of the Pre-Bid Meeting will not be a cause for disqualification of Bidder.

17. SIGNINIG OF BID/TENDER DOCUMENT

The First and Last Pages of original tender documents including amendments, clarifications if any shall be typed or written in indelible ink [in the case of copies, photocopies are also acceptable] and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder (as per POA) before uploading at GeM online portal. The name and position held by each person signing, must be typed or printed below the signature.

18. ZERO DEVIATION AND REJECTION CRITERIA

- 18.1 **ZERO DEVIATION:** Deviation to terms and conditions of Tender Documents may lead to rejection of bid. Owner will accept bids based on terms & conditions of Tender Documents only. Bidder may note Owner will determine the substantial responsiveness of each bid to the Tender Documents pursuant to provision contained in clause 28 of ITB. For purpose of this, a substantially responsive bid is one which conforms to all terms and conditions of the Tender Documents without deviations or reservations. Owner's determination of a bid's responsiveness is based on the content of the bid itself. Owner reserves the right to raise technical and/ or commercial query(ies), if required. The response(s) to the same shall be in writing, and no change in the price(s) or substance of the bids shall be sought, offered or permitted. The substance of the bid includes but not limited to prices, completion, scope, technical specifications, etc. Bidders are requested to not to take any deviation.

18.2 **REJECTION CRITERIA:** Notwithstanding the above, deviation to the following clauses of Tender document shall lead to summarily rejection of Bid:

- a. Eligibility Criteria including General, Technical and Financial QR
- b. Firm Price, Tender Processing Fees and Earnest Money Deposit
- c. Tender Document Fees, if applicable
- d. Specifications & Scope of Work
- e. Schedule of Rates (SOR)/ Price Schedule (PS)
- f. Duration/ Period of Contract/ Completion schedule
- g. Period of Validity of Bid
- h. Warrantee/Guarantee/ Defect Liability Period
- i. Arbitration/ Resolution of Dispute/ Jurisdiction of Court
- j. Force Majeure & Applicable Laws
- k. Any other condition specifically mentioned in the tender document elsewhere that non-compliance of the clause lead to rejection of bid

Note: Further, it is once again reminded not to mention any condition in the Bid which is contradictory to the terms and conditions of Tender document.

19. E-PAYMENT

Owner has initiated payments to Suppliers and Contractors electronically, and to facilitate the payments electronically through 'e-banking'. The successful bidder should give the details of his bank account as per the bank mandate form enclosed at Format-X in Section-VII, Forms and Formats of the Tender documents.

[D] - SUBMISSION OF BIDS

20. SUBMISSION, SEALING AND MARKING OF BIDS

- 20.1 Bids shall be submitted through e-tender mode in the manner specified elsewhere in tender document.
- 20.2 Offline documents (Specific documents only) as mentioned in clause no. 09 of Section - II, Instructions to Bidders (ITB) of the Tender document shall be submitted in a Sealed Covering Envelope. The Covering Envelope shall have the following Sticker:

Offline Tender Documents for the “Tender for the Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure for 3 Years”

Tender Document No.	(Enter Bid No & Date given in published bid document)
----------------------------	--

Last Date of Submission	
Bids Submitted by	(Enter Full name and address of the Bidder)
Authorized Signatory	(Signature of the Authorized Signatory) (Name of the Authorized Signatory) (Stamp of the Bidder)
Bid Submitted to	Solar Energy Corporation of India Limited (A Government of India Enterprise) 6th Floor, Plate-B, NBCC Office Block Tower-2, East Kidwai Nagar, New Delhi-110023, India

20.3 All the bids shall be addressed to the Owner at address specified in the Bid Information Sheet in Section - I, Invitation for Bids (IFB).

20.4 Bids submitted under the name of AGENT/ CONSULTANT/ REPRESENTATIVE/ RETAINER/ ASSOCIATE etc. on behalf of a bidder/ affiliate shall not be accepted.

21. DEADLINES FOR SUBMISSION OF BIDS

21.1 The bids must be submitted through e-tender mode not later than the date and time specified in the Bid Information Sheet in Section - I, Invitation for Bids (IFB).

21.2 The offline documents of required specific documents must be submitted through courier/ registered post/ by hand not later than the date and time specified in the Bid Information Sheet in Section - I, Invitation for Bids (IFB).

21.3 Owner may, in exceptional circumstances and at its discretion, extend the deadline for submission of Bids. In which case all rights and obligations of Owner and the Bidders, previously subject to the original deadline will thereafter be subject to the deadline as extended. Notice for extension of bid submission date will be uploaded on GeM Portal <https://www.gem.gov.in> and/ or Owner's website www.seci.co.in.

22. LATE BIDS

22.1 Any bids received after the notified date and time of closing of tenders will be treated as late bids.

22.2 E-tendering system shall close immediately after the deadline for submission of bid and no bids can be submitted thereafter.

22.3 Unsolicited Bids or Bids received to address other than one specifically stipulated in the tender document will not be considered for evaluation/ opening/ award if not received to the specified destination within stipulated date & time.

23. MODIFICATION AND WITHDRAWAL OF BIDS

Modification and withdrawal of bids shall be as follows: -

23.1 The bidder may withdraw or modify its bid after bid submission but before the due date and time for submission as per tender document with the due written consent from the authorized signatory of the bidder.

23.2 The modification shall also be prepared, sealed, marked, and dispatched in accordance with the provision of the clause 20 of ITB, with the outer and inner envelopes additionally marked modification or withdrawal as appropriate. A withdrawal notice may also be sent by e-mail or fax but followed by a signed confirmation copy post not later than the deadline for submission of bids. No bid shall be modified/ withdrawn after the deadline for submission of bids.

23.3 No bid shall be allowed to be withdrawn/ modified/ substitute in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the Bid Form. Withdrawal/ Modification/ Substitution of a bid during this interval shall result in the forfeiture of bidder's EMD, if applicable pursuant to clause 14 of ITB and rejection of bid.

23.4 The latest bid hence submitted shall be considered for evaluation and all other bids shall be unconditionally withdrawn.

23.5 In case after price bid opening the lowest evaluated bidder (L1) is not awarded the job for any mistake committed by him in bidding or withdrawal of bid or modification of bid or varying any term in regard thereof leading to re-tendering, Owner shall forfeit EMD, if applicable paid by the bidder and such bidders shall be debarred from participation in re-tendering of the same job(s)/ item(s). Further, such bidder will be debarred for a given period as decided by Owner after following the due procedure.

[E] - BID OPENING AND EVALUATION CRITERIA

24. OWNER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

Owner reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids, at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the

affected Bidder or Bidders of the ground for Owner's action. However, Bidder if so, desire may seek the reason (in writing) for rejection of their Bid to which Owner shall respond quickly.

25. BID OPENING

25.1 Unpriced Bid Opening:

Owner will open bids, in the presence of bidders' designated representatives who choose to attend, at date, time and location stipulated in the Bid Information Sheet. The bidders' representatives, who are present shall sign a bid opening register evidencing their attendance. However, the presence of bidder(s) during unpriced bid opening is subjective and will depend on case to case basis against the sole discretion of Owner. As it's an online bidding system, Bidder's attendance during the Techno-commercial Bid opening in Owner's Premises is not envisaged, as the same may be observed by the respective bidders from their online login credentials of the e-tendering portal.

25.2 Priced Bid Opening:

25.2.1 Owner will open the price bids of those bidders who meet the qualification requirement and whose bids are determined to be technically and commercially responsive.

25.2.2 The price bids of those bidders who were not found to be techno-commercially responsive shall not be opened.

25.2.3 As it's an online bidding system, Bidder's attendance during the Price Bid opening in Owner's Premises is not envisaged, as the same may be observed by the respective bidders from their online login credentials of the e-tendering portal. Owner may also intimate the Techno commercial qualified bidders through mails for the opening of price bids.

26. CONFIDENTIALITY

Information relating to the examination, clarification, evaluation, and comparison of Bids, and recommendations for the award of a Contract, shall not be disclosed to Bidders or any other persons not officially concerned with such process. Any effort by a Bidder to influence the Owner's processing of Bids or award decisions may result in the rejection of the Bidder's Bid and action shall be initiated as per procedure in this regard.

27. CONTACTING THE OWNER

- 27.1 From the time of Bid opening to the time of award of Contract, if any Bidder wishes to contact the Owner on any matter related to the Bid, it should do so in writing. Information relating to the examination, clarification, evaluation & recommendation for award shall not be disclosed.
- 27.2 Any effort by the Bidder to influence the Owner in the Owner's 'Bid Evaluation', 'Bid Comparison', or 'Contract Award' decisions may result in the rejection of the offer/Bid and action shall be initiated as per procedure in this regard.

28. EXAMINATIONS OF BIDS AND DETERMINATION OF RESPONSIVENES

- 28.1 The owner's determination of a bid's responsiveness is based on the content of the bid only. Prior to the detailed evaluation of Bids, the Owner will determine whether each Bid:
- Meets the "Bid Evaluation Criteria" of the Bidding Documents.
 - Is accompanied by the required 'Earnest Money Deposit' and 'Tender Processing Fees', if applicable.
 - Is substantially responsive to the requirements of the Tender Documents; and
 - Provides any clarification and/ or substantiation that the Owner may require to determine responsiveness pursuant to "ITB: Clause-28.2".
- 28.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the Tender Documents without material deviations or reservations or omissions for this purpose Owner defines the foregoing terms below:
-
- "Deviation" is departure from the requirement specified in the tender documents.
 - "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirement in the tender documents.
 - "Omission" is the failure to submit part, or all of the information or documentation required in the tender document.
- 28.3 A material deviation, reservation or omission is one that,
- If accepted would,
 - Affect in any substantial way the scope, quality, or performance of the job as specified in tender documents.
 - Limit, in any substantial way, inconsistent with the Tender Document, the Owner's rights or the bidder's obligations under the proposed Contract.
 - If rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive bids.

28.4 The Owner shall examine all aspects of the bid to confirm that all requirements have been met without any material deviation, reservation, or omission.

28.5 If a Bid is not substantially responsive, it may be rejected by the Owner and may not subsequently be made responsive by correction or withdrawal of the of material deviation, reservation, or omission.

29. CORRECTION OF ERRORS

29.1 If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity specified by the Owner, or between subtotals and the total price, the unit or subtotal price shall prevail, and the quantity and the total price shall be corrected. However, in case of items quoted without indicating any quantity or the items for which the quantities are to be estimated by the Bidder, the total price quoted against such items shall prevail. If there is a discrepancy between words and figures, the amount in words will prevail.

29.2 The prices of all such item(s) against which the Bidder has not quoted rates/ amount (viz., items left blank or against which ‘-’ is indicated) in the Price Schedules will be deemed to have been included in other item(s).

29.3 The subtotal, total price, or the total bid price to be identified in Bid Form for this purpose, irrespective of the discrepancy between the amount for the same indicated in words or figures shall be rectified in line with the procedure explained above.

29.4 The Bidder should ensure that the prices furnished in various price schedules are consistent with each other. In case of any inconsistency in the prices furnished in the specified price schedules to be identified in Bid Form for this purpose, the Owner shall be entitled to consider the highest price for that particular line item for the purpose of evaluation and for the purpose of award of the Contract use the lowest of the prices in these schedules.

29.5 The amount stated in the bid will be adjusted by the Owner in accordance with the above procedure for the correction of errors. If the bidder does not accept the corrected amount of bid, its bid will be rejected.

30. CONVERSION TO SINGLE CURRENCY FOR COMPARISON OF BIDS

All bids submitted must be in the currency specified at clause 12 of ITB.

31. EVALUATION OF BIDS

Bidders are required to submit their Price quotes as per the Price proposal format in GeM. Quoted Prices should be inclusive of Goods & Service Tax (GST) which shall

be reimbursed by SECI on actual against documentary proof based on tax invoices raised by the bidder.

Proposals shall be evaluated as per evaluation criteria mentioned below on the **Total Evaluated Bid Value (TEBV) including GST**.

31.1 Evaluation of Techno - Commercial Part (First Envelope):

The Owner will carry out a detailed evaluation of the bids of the qualified bidders to determine whether the technical aspects are in accordance with the requirements set forth in the Bidding Documents. To reach such a determination, the Owner will examine the information supplied by the bidders, pursuant to 'ITB: Clause-9', and other requirements in the Bidding Documents, considering the following factors:

- a. overall completeness and compliance with the Technical Specifications of the bid. The bid that does not meet minimum acceptable standards of completeness, consistency and detail may be rejected for non-responsiveness,
- b. compliance with the time schedule,
- c. any other relevant technical factors that the Owner deems necessary or prudent to take into consideration,
- d. any deviations to the commercial and contractual provisions stipulated in the Tender Documents,
- e. details furnished by the bidder in response to the requirements specified in the Tender Documents.

31.2 Opening of Second Envelope by Owner:

31.2.1 The Second Envelope i.e., Price Part of only those Bidders shall be opened who are determined as having submitted substantially responsive bids and are ascertained to be qualified to satisfactorily perform the Contract, pursuant to ITB Clause 31.1. In case the bid/offer is rejected, pursuant to ITB Clause 31.1 the Second Envelope submitted by such bidders shall be sent to archive unopened and the EMD, if applicable shall be returned as per the Tender provisions.

31.2.2 The prices and details as filled up in Electronic Form by the bidder and opened during the bid opening and recorded in the Bid Opening Statement would not be construed to determine the relative ranking amongst the Bidders, or the successful Bidder, and would not confer any right or claim whatsoever on any Bidder. The successful Bidder (also referred to as the L1

Bidder) shall be determined as per the provisions and considered for award of contract as provided in ITB.

31.3 Evaluation of Financial Part (Second Envelope):

- 31.3.1 The Owner will examine the Price Part (Second Envelopes) to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed/digitally signed, and whether the bids are generally in order.
- 31.3.2 Financial Proposal Content: After the technical evaluation, the Financial Bids of Techno Commercially Qualified bidders will be opened and will be ranked in terms of their Total Evaluated Bid Value (TEBV).
- 31.3.3 Total Evaluated Bid Values (TEBV) for all the Bidders shall be compared to determine the lowest Total Evaluated Bid Value (TEBV) as given under Format-VI of Schedule of Rates (SOR) / Price Bid under Forms & Formats, Section-VII.
- 31.3.4 The least TEBV will be ranked as L-1 and the next higher and so on will be ranked as L-2, L-3, etc. Evaluations will be based on documentary evidence submitted by the applicant with respect to evaluation / selection criteria. L1 bidder would be selected on the basis of the TEBV for the contract period as per the price proposal format provided. The lowest (L1) evaluated Bid as such, will be selected for the Notification of Award (NOA)/ placement of the GeM Order/Contract Agreement (CA).
- 31.3.5 The Price Part containing any deviations and omissions from the contractual and commercial conditions and the Technical Specifications which have not been identified in the First Envelope are liable to be rejected.
- 31.3.6 Arithmetical errors will be rectified in line with Clause no. 29 of ITB.
- 31.3.7 The comparison shall also include the impact of Goods & Service Tax (GST) in line with the provisions of the Tender Documents.
- 31.3.8 Total Evaluated Bid Value including all taxes and duties for all the bidders shall be compared to determine the lowest Total Evaluated Bid Value as given under Format-VI of Schedule of Rates (SOR) / Price Bid under Forms & Formats, Section-VII and the lowest (L1) evaluated offer as such, will be selected for the Notification of Award (NOA)/placement of the GeM Order/Contract Agreement (CA). The evaluation will be done on the Total Evaluated Bid Value & not on individual line item/Product wise.

31.3.9 The mentioned Total Evaluated Bid Value will be considered up to 2 decimal places only.

31.3.10 In case only single offer is received, SECI at its sole discretion may take appropriate actions for further process as per SECI policy.

[F] - NOTIFICATION OF AWARD/ LETTER OF INTENT/ CONTRACT AGREEMENT

32. AWARD

Subject to "ITB: Clause-28", Owner will award the Contract to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined as the lowest provided that bidders, is determined to be qualified to satisfactorily perform the Contract.

33. NOTIFICATION OF AWARD/ GeM Order

- 33.1 Prior to the expiry of 'Period of Bid Validity', Owner will notify the successful bidder in writing, in the form of "Notification of Award (NOA)"/ "GeM Order" through e-mail/ courier/ registered post/ GeM portal, that his Bid has been accepted. Subject to "ITB: Clause-28", Owner will award the CONTRACT AGREEMENT in line with the forthcoming clauses, to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined as the lowest provided that bidder, is determined to be qualified to satisfactorily perform the Contract.
- 33.2 Contract Period shall commence from the date of "Notification of Award"/ "GeM Order" or as mentioned in the Notification of Award/ GeM Order. The "Notification of Award"/ "GeM Order" will constitute the formation of a Contract, until the Contract has been effected pursuant to signing of Contract as per "ITB: Clause-34".
- 33.3 The "Notification of Award (NOA)" shall be issued to successful bidder in duplicate as applicable. The successful bidder is required to return its duplicate copy duly signed and stamped on each page within 07 days of its issuance including all the Appendix, Annexures as a token of acceptance. The successful bidder shall accept Order on GeM portal, if placed on GeM portal.
- 33.4 In case the successful bidder fails to acknowledge the acceptance of "Notification of Award (NOA)"/ "GeM Order" as mentioned above vide clause no. 33.3, same will be treated as a case of non-responsiveness & default and Owner may take suitable action to get the project successfully executed.
- 33.5 In case of Non-responsive/Non-acceptance to the NOA/ GeM Order or CA or non-submission of timely Performance Security by the successful bidder, SECI at its sole discretion may take appropriate actions with the forfeiture of EMD, if applicable & may annul the entire Tendering process at its sole discretion.

34. SIGNING OF CONTRACT AGREEMENT

- 34.1 Within 30 (Thirty) days of the release of Notification of Award (NOA)/ Placement of Order on GeM portal by the owner, the successful Bidder/ Contractor shall be required to execute the 'Contract Agreement' with Owner on a 'non-judicial stamp paper' of appropriate value [cost of the 'stamp-paper' shall be borne by the successful Bidder/ Contractor] and of 'state' specified.
- 34.2 In case the successful bidder fails to execute the 'Contract Agreement' as mentioned above vide clause no. 34.1, same will be treated as a case of non-responsiveness & default and Owner may take suitable action to get the project successfully executed. Same shall constitute sufficient grounds for the forfeiture of EMD, if applicable.
- 34.3 In case of Non-responsive/Non-acceptance to the NOA/GeM Order or CA or non-submission of timely Performance Security by the successful bidder, SECI at its sole discretion may take appropriate actions with the forfeiture of EMD, if applicable & may annul the entire Tendering process at its sole discretion.

35. CANCELLATION OF CONTRACT/ GeM Order

SECI reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the SECI on the following circumstances:

- 35.1 The bidder has made misleading or false representations in the forms, statements, and attachments submitted in proof of the eligibility requirements.
- 35.2 The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- 35.3 The bidder goes into liquidation voluntarily or otherwise during the execution of contract.
- 35.4 The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
- 35.5 After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, SECI reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the SECI may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

35.6 No bidder is permitted to canvass to SECI on any matter relating to this tender. Any bidder found doing so may be disqualified and his bid may be rejected.

36. PROCEDURE FOR ACTION IN CASE CORRUPT/ FRAUDULENT/ COLLUSIVE/ COERCIVE PRACTICES

36.1 Procedure for action in case Corrupt/ Fraudulent/ Collusive/ Coercive Practices is enclosed at Annexure-I along with this ITB document.

36.2 Annexure-I deliberates in detail all consequences pertaining to clause no. 36.

36.3 NON-APPLICABILITY OF ARBITRATION CLAUSE IN CASE OF BANNING OF VENDORS/ SUPPLIERS/ CONTRACTORS/ BIDDERS/ CONSULTANTS INDULGED IN FRAUDULENT/ COERCIVE PRACTICES

Notwithstanding anything contained contrary to "CONTRACT DOCUMENTS", in case it is found that the Vendors/ Suppliers/ Contractors/ Bidders/ Consultants indulged in fraudulent/ coercive practices at the time of bidding, during execution of the contract etc., and/ or on other grounds as mentioned in Owner's "Procedure for action in case Corrupt/ Fraudulent/ Collusive/ Coercive Practices" (Annexure-I), the contractor/ bidder shall be banned (in terms of aforesaid procedure) from the date of issuance of such order by Owner, to such Vendors/ Suppliers/ Contractors/ Bidders/ Consultants.

The Vendor/ Supplier/ Contractor/ Bidder/ Consultant understands and agrees that in such cases where Vendor/ Supplier/ Contractor/ Bidder/ Consultant has been banned (in terms of aforesaid procedure) from the date of issuance of such order by Owner, such decision of Owner shall be final and binding on such Vendor/ Supplier/ Contractor/ Bidder/ Consultant and other "CONTRACT DOCUMENTS" shall not be applicable for any consequential issue/ dispute arising in the matter.

37. PUBLIC PROCUREMENT POLICY FOR MICRO AND SMALL ENTERPRISES (MSEs)

37.1 As per the Public Procurement Policy for Micro and Small Enterprise (MSEs) order 2012, issued vide Gazette Notification number 503, dated 23.03.2012 by Ministry of Micro, Small and Medium Enterprise of Govt. of India, and specific to this tender, MSEs must be registered with any of the following agencies/ bodies shall be exempted from Tender Processing Fees and EMD submission, if applicable upon production of valid registration certificate.

- (i) District Industries Centre (DIC)
- (ii) National Small Industries Corporation (NSIC)
- (iii) Udyog Aadhaar Memorandum

37.1.1 MSEs participating in the tender must submit the certificate of registration with any one of the above agencies. The registration certificate issued from any of the above agencies must be valid as on close date of the tender.

37.1.2 The MSEs, who have applied for registration or renewal of registration with any of the above agencies/ bodies, but have not obtained the valid certificate as on close date of the tender, are not eligible for exemption/ preference.

37.2 In case of JV/ Consortium, in order to avail the exemption to Tender Processing Fees and Earnest Money Deposit (EMD, if applicable), all the members of JV/ Consortium should be registered under any of the Categories mentioned under clause 37.1 above.

37.3 In case the bidder is falling under above category, the bidder shall submit the documentary evidence satisfying the same.

If the bidder does not provide the above confirmation or appropriate document or any evidence, then it will be presumed that they do not qualify for any preference admissible in the tender.

38. RISK OF REJECTION

Any Conditional Bid will straight away run into risk of rejection.

39. INCOME TAX & CORPORATE TAX

39.1 Income tax deduction shall be made from all payments made to the contractor as per the rules and regulations in force and in accordance with the Income Tax Act prevailing from time to time.

39.2 Corporate Tax liability, if any, shall be to the contractor's account.

39.3 TDS under GST as may be applicable shall be deducted as per law of Government of India in vogue.

39.4 MENTIONING OF PAN NO. IN INVOICE BILL

39.4.1 As per CBDT Notification No. 95/2015 dated 30.12.2015, mentioning of PAN no. is mandatory for procurement of goods/ services/ works/ consultancy services exceeding INR 2 Lacs per transaction.

39.4.2 Accordingly, supplier/ contractor/ service provider/ consultant should mention their PAN no. in their invoice/ bill for any transaction exceeding INR 2 Lacs. As provided in the notification, in case supplier/ contractor/

service provider/ consultant do not have PAN no., they have to submit declaration in Form 60 along with invoice/ bill for each transaction.

39.4.3 Payment of supplier/ contractor / service provider/ consultant shall be processed only after fulfilment of above requirement.

Annexure-I

**PROCEDURE FOR ACTION IN CASE CORRUPT/ FRAUDULENT/
COLLUSIVE/ COERCIVE PRACTICES**

1. Definitions:

- 1.1 “Corrupt Practice” means the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to improperly influence the actions in selection process or in contract execution.
- “Corrupt Practice” also includes any omission for misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
- 1.2 “Fraudulent Practice” means and include any act or omission committed by an agency or with his connivance or by his agent by misrepresenting/ submitting false documents and/ or false information or concealment of facts or to deceive to influence a selection process or during execution of contract/ order.
- 1.3 “Collusive Practice amongst bidders (prior to or after bid submission)” means a scheme or arrangement designed to establish bid prices at artificial non-competitive levels and to deprive the Owner of the benefits of free and open competition.
- 1.4 “Coercive practice” means impairing or harming or threatening to impair or harm directly or indirectly, any agency or its property to influence the improperly actions of an agency, obstruction of any investigation or auditing of a procurement process.
- 1.5 A “Vendor/ Supplier/ Contractor/ Consultant/ Bidder” is herein after referred as “Agency”
- 1.6 “Competent Authority” shall mean the authority, who is competent to take final decision for Suspension of business dealing with an Agency/ (ies) and Banning of business dealings with Agency/ (ies) and shall be the “Committee” concerned.
- 1.7 “Allied Agency” shall mean all the concerns within the sphere of effective influence of banned/ suspended agencies. In determining this, the following factors may be taken into consideration:
- Whether the management is common.
 - Majority interest in the management is held by the partners or directors of banned/ suspended firm.
 - Substantial or majority shares are owned by banned/ suspended agency and by virtue of this it has a controlling voice.

1.8 “Investigating Agency” shall mean any department or unit of Owner investigating into the conduct of Agency/ party and shall include the Vigilance Department of the Owner, Central Bureau of Investigation, State Police or any other agency set up by the Central or state government having power to investigate.

2. **Actions against bidder(s) indulging in corrupt /fraudulent/ collusive/ coercive practice**

2.1 **Irregularities noticed during the evaluation of the bids:**

If it is observed during bidding process/ bids evaluation stage that a bidder has indulged in corrupt/ fraudulent/ collusive/ coercive practice, the bid of such Bidder (s) shall be rejected, and its Earnest Money Deposit (EMD, if applicable) shall be forfeited.

Further, such agency shall be banned for future business with Owner for a period specified in para below from the date of issue of banning order.

2.2 **Irregularities noticed after award of contract**

a. **During execution of contract:**

If an agency, is found to have indulged in corrupt/ fraudulent/ collusive/ coercive practices, during execution of contract, the agency shall be banned for future business with Owner for a period specified in para below from the date of issue of banning order.

The concerned order(s)/ contract(s) where corrupt/ fraudulent/ collusive practices are observed, shall be suspended with immediate effect by Engineer-in-Charge (EIC)/ Owner whereby the supply/ work/ service and payment etc. will be suspended. The action shall be initiated for putting the agency on banning list.

After conclusion of process, the order(s)/ contract(s) where it is concluded that such irregularities have been committed shall be terminated and Contract Performance Security submitted by agency against such order(s)/ contract(s) shall also be forfeited. The amount that may have become due to the contractor on account of work already executed by him shall be payable to the contractor and this amount shall be subject to adjustment against any amounts due from the contractor under the terms of the contract.

No risk and cost provision will be enforced in such cases.

b. **After execution of contract and during Defect liability period (DLP)/ Warranty/ Guarantee Period:**

If an agency is found to have indulged in corrupt/ fraudulent/ collusive/ coercive practices, after execution of contract and during DLP/ Warranty/ Guarantee Period/O&M Period, the agency shall be banned for future business with Owner for a period specified in para below from the date of issue of banning order.

Further, the Contract Performance Security submitted by agency against such order(s)/ contract(s) shall be forfeited.

c. After expiry of Defect liability period (DLP)/ Warranty/ Guarantee Period

If an agency is found to have indulged in corrupt/ fraudulent/ collusive/ coercive practices, after expiry of Defect liability period (DLP)/ Warranty/ Guarantee Period, the agency shall be banned for future business with Owner for a period specified in para below from the date of issue of banning order.

2.3 Period of Banning

Banning period shall be reckoned from the date of issuance of banning order and shall be for a period as may be decided by the Owner based on specific case basis. However, minimum period of ban shall be 06 (Six) months from the date of issuance of banning order.

In exceptional cases where the act of vendor/ contractor is a threat to the National Security, the banning shall be for indefinite period.

3. Effect of banning on other ongoing contracts/ tenders

3.1 If an agency is banned, such agency shall not be considered in ongoing tenders/ future tenders.

3.2 However, if such an agency is already executing other order(s)/ contract(s) where no corrupt/ fraudulent/ collusive/ coercive practice is found, the agency shall be allowed to continue till its completion without any further increase in scope except those incidentals to original scope mentioned in the contract.

3.3 If an agency is banned during tendering and irregularity is found in the case under process:

3.3.1 after issue of the enquiry/ bid/ tender but before opening of technical bid, the bid submitted by the agency shall be ignored.

3.3.2 after opening technical bid but before opening the Price bid, the Price bid of the agency shall not be opened and EMD, if applicable submitted by the agency shall be returned to the agency.

3.3.3 after opening of price bid, EMD, if applicable made by the agency shall be returned; the offer/Bid of the agency shall be ignored & will not be further evaluated. If the agency is put on banning list for fraud/ misappropriation of facts committed in the same tender/ other tender where errant agency emerges as the lowest (L1), then such tender shall also be cancelled and re-invited.

4. Procedure for Suspension of Bidder

4.1 Initiation of Suspension

Action for suspension business dealing with any agency/(ies) shall be initiated by C&P Department when

- i. Vigilance Department based on the fact of the case gathered during investigation by them recommend for specific immediate action against the agency.
- ii. Vigilance Department based on the input from Investigating agency, forward for specific immediate action against the agency.
- iii. Non-performance of Vendor/ Supplier/ Contractor/ Consultant leading to termination of Contract/ Order.

4.2 Suspension Procedure:

4.2.1 The order of suspension would operate initially for a period not more than six months and is to be communicated to the agency and also to Vigilance Department. Period of suspension can be extended with the approval of the Competent Authority by one month at a time with a ceiling of six months pending a conclusive decision to put the agency on banning list.

4.2.2 During the period of suspension, no new business dealing may be held with the agency.

4.2.3 Period of suspension shall be accounted for in the final order passed for banning of business with the agency.

4.2.4 The decision regarding suspension of business dealings should also be communicated to the agency.

4.2.5 If a prima-facie, case is made out that the agency is guilty on the grounds which can result in banning of business dealings, proposal for issuance of suspension order and show cause notice shall be put up to the Competent

Authority. The suspension order and show cause notice must include that (i) the agency is put on suspension list and (ii) why action should not be taken for banning the agency for future business from Owner.

The competent authority to approve the suspension will be same as that for according to approval for banning.

4.3 Effect of Suspension of business:

Effect of suspension on other on-going/ future tenders will be as under:

4.3.1 No enquiry/ bid/ tender shall be entertained from an agency as long as the name of agency appears in the Suspension List.

4.3.2 If an agency is put on the Suspension List during tendering:

- i. after issue of the enquiry/ bid/ tender but before opening of technical bid, the bid submitted by the agency shall be ignored.
- ii. after opening technical bid but before opening the Price bid, the Price bid of the agency shall not be opened and EMD, if applicable submitted by the agency shall be returned to the agency.

4.3.3 The existing contract(s)/ order(s) under execution shall continue.

Tenders invited for procurement of goods, works and services shall have provision that the bidder shall submit a undertaking to the effect that (i) neither the bidder themselves nor their allied agency/(ies) are on banning list of Owner or the Ministry of New & Renewable Energy (ii) bidder is not banned by any Government Department/ Public Sector.

Annexure-II

ADDENDUM TO INSTRUCTIONS TO BIDDERS (INSTRUCTION FOR PARTICIPATION IN E-TENDER)

1. General

Special Instructions (for e-Tendering).

Submission of Online Bids is mandatory for this Tender.

- 1.1 This section contains detailed instructions regarding bid submission procedure under e-tendering system (e-tender portal). Bidders are required to read the following instructions in addition to various instructions mentioned elsewhere in the bid document for e-tendering. The instructions mentioned herein related to bid submission procedure shall supersede and shall prevail over the conditions enumerated elsewhere in the bid/ tender document.
- 1.2 Bidders who wish to participate in e-tenders must go through the ‘instructions in respect of e-Tendering essentially covering security settings required for bidder’s PC/ Laptop, uploading and checking the status of digital signature in the bidder’s PC/ Laptop, obtaining unique login ID and password, re-setting the password, downloading of Tender document and uploading of Offer/ Bid etc.

2. About E-Tender Portal (Web)

Solar Energy Corporation of India Limited (SECI) has adopted a secured and user friendly e-tender system enabling bidders to Search, View, Download tender document(s) directly from the GeM Portal (<https://www.gem.gov.in>) (referred hereunder as “E-Tender Portal”) and also enables the bidders to participate and submit online prices directly in the e-tender portal or uploading of SOR/ Price Schedule (Price Bid) in note and attachment folder, as applicable, and technical bids in secured and transparent manner maintaining absolute confidentiality and security throughout the tender evaluation process and award.

3. Pre-requisite for participation in bidding process

The following are the pre-requisite for participation in e-Tendering Process:

3.1 PC/ Laptop with Windows OS, Internet Explorer/ Mozilla Firefox/ Chrome browser

Bidder must possess a PC/ Laptop with Windows 7 professional operating system and Internet Explorer 8 or 9/ Mozilla Firefox/ Chrome browser for hassle free

bidding. Bidder is essentially required to effect the security settings as defined in the portal.

3.2 Internet Broadband Connectivity

The Bidder must have a high-speed internet connectivity (preferably Broadband) with internet explorer to access GeM Portal for downloading the Tender document and uploading/ submitting the Bids.

3.3 A valid e-mail Id of the Organization/ Firm

3.4 E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, SECI has decided to use the GeM portal <https://www.gem.gov.in>.

Benefits to Suppliers are outlined on the Home-page of the portal.

3.5 Tender Bidding Methodology:

Sealed Bid System
Single Stage Two Envelope

4. Void

5. Some Bidding Related Information for this Tender (Sealed Bid)

The bid shall be submitted by the Bidder under “**Single Stage - Two Envelope**” procedure of bidding. Under this procedure, the bid submitted by the Bidder in two envelopes - **First Envelope** (also referred to as Techno - Commercial Part) and **Second Envelope** (also referred to as Price Part) shall comprise of all the documents mentioned in clause “9. Documents Comprising of the Bid” of Instruction to Bidders (ITB), Section-II.

6. Special Note on Security and Transparency of Bids

Security related functionality has been rigorously implemented in GeM in a multidimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in GeM.

CAUTION: All bidders must fill Electronic Form for each bid-part sincerely and carefully, and avoid any discrepancy between information given in the Electronic Form and the corresponding Main-Bid.

7. Other Instructions

For further instructions, the vendor should visit the home-page of the portal <https://www.gem.gov.in>, and go to the User-Guidance Centre.

8. Void

9. Content of Bid

9.1 Un-Priced Bid

1.1.The Un-Priced Bid (i.e. Part I - Technical Bid, refer ITB of tender for details) to be uploaded on GeM. Bidders are advised to not upload duly filled Schedule of Rates (SOR)/ Price Schedule (PS) at this link.

1.2.Before the bid is uploaded, the bid comprising of all relevant documents mentioned in the tender document should be digitally signed in accordance with the Indian IT Act 2000. If any modifications are required to be made to a document thereafter the modified documents shall be again digitally signed before uploading.

1.3.Bidders are required to upload all Tender forms and supporting documents which form part of the bid/ tender in e-tender portal.

1.4.Uploading the documents relevant to bid before the bid submission date and time is the sole responsibility of the bidder.

10. Submission of documents

Bidders are requested to upload small sized documents preferably at a time to facilitate easy uploading into e-tender portal. Owner shall not be responsible in case of failure of the bidder to upload documents/ bids within specified time of tender submission.

11. Last date for submission of bids

System does not allow for submission or modification of bids beyond the deadline for bid submission. However, if the bidder for some reason intends to change the bid already entered, he may change/ revise the same on or before the last date and time of submission. The system time displayed on GeM e-tender webpage shall be final and binding on the bidders for all purposes pertaining to various events of the subject tender and no other time shall be taken into cognizance.

Bidders are advised in their own interest to ensure that bids are uploaded in e-tender system well before the closing date and time of bid.

12. Internet connectivity

If bidders are unable to access GeM e-tender portal or Bid Documents, the bidders may please check whether they are using proxy to connect to internet or their PC is behind any firewall and may contact their system administrator to enable connectivity. Please note that Port SSL/ 443 should be enabled on proxy/firewall for HTTPS connectivity. Dial-up/ Broad and internet connectivity without Proxy settings is another option.

ANNEXURE-III

TRADE RECEIVABLES DISCOUNTING SYSTEM (TReDS)

As an initiative of Government of India & RBI towards Make in India, Skill India & Financial Inclusion, to provide a platform for bill discounting for MSME vendors, Solar Energy Corporation of India Limited has entered into an association / agreement with following 3 (three) financial institutions:

1. Receivables Exchange of India (RXIL), which is a joint-venture between National Stock Exchange and SIDBI;
2. A Treds, a joint-venture between Axis Bank and Mjunction Services; and
3. Mynd Solution which runs M1 Exchange

MSME vendors can register on a digital platform which connects MSME Service Providers and their Buyers to multiple financiers. It enables MSME Service Providers, under an efficient & transparent bidding mechanism, to sell their invoices to financiers, thus unlocking working capital / generating liquidity quickly, without impacting their relationship with Buyers.

Benefits to MSME Service Provider:

1. Timely & Cheap finance without any collateral / loan / debt and no recourse to the MSME Service Provider.
2. MSME Service Provider can get payments in less than 48 hours from submitting invoice on the platform, thus improving cash flows.
3. Online & transparent bidding mechanism coupled with Buyer credit profile ensures most competitive rates and significant reduction in cost of funds for MSME.
4. Funding is without recourse to Service Provider; thus, payment once received through Platform cannot be recalled by the Financier.

Steps Involved for registration at Platform:

1. Acceptance of Offer Letter
2. One-time Submission of KYC and On-boarding documents
3. Verification of Documents by individual agencies (each of above) as per RBI guidelines
4. Execution of Agreement with by individual agencies (each of above)
5. Registering of MSME Service Provider
6. Activation of User ID and Password for MSME Service Provider
7. Issuance of User ID and Password to MSME Service Provider

8. Commencement of transactions on Platform

A dedicated customer Management Team will be available for all the “TReDS Platform” by these platforms for any related queries. SECI will not entertain any queries related to any of these platforms.

A payment to be taken through “TReDS” or directly from SECI is a sole discretion of the vendor. SECI shall not intervene in the vendor’s decision to place their invoices on “TReDS” Platform or directly taking payments from SECI.

“TReDS” option shall only be given to the MSME vendors and any other vendor “NOT” registered as MSME with SECI, cannot avail this facility.

Note:

1. The above benefits shall be allowed to only manufacturing Micro and small Enterprises and not to traders /agents for supply of materials.
2. Bidders registered under the “service” category shall not be considered for supply of material.
3. Udyog Aadhar Number is mandatory for availing benefits against above scheme.
4. Any Change in MSE policy by Govt/competent authority shall supersede above clauses

SECTION-III

BID DATA SHEET

BID DATA SHEETS (BDS)

The following bid specific data for the Plant and Equipment to be procured shall amend and/ or supplement the provisions in the Section - II, Instruction to Bidders (ITB).

S No	ITB Clause Ref. No	Bid Data Details
1.	Scope of Bid (ITB Clause 1.1)	<p><u>The Owner / Employer is:</u></p> <p>Solar Energy Corporation of India Limited, 6th Floor, Plate-B, NBCC Office Block Tower-2, East Kidwai Nagar, New Delhi-110023, India</p> <p>Kind Attn.: Additional General Manager (C & P)/ Deputy General Manager (C & P) Telephone Nos.: - 0091-(0)11-24666200; Extn: 200 Fax No.: - 0091-(0)11-24666243 Email: - contracts@seci.co.in;</p>
2.	Earnest Money Deposit (EMD) (ITB clause 14)	<p><u>Add following to the existing clause:</u></p> <p>14.10 Payment on Order Instrument (POI) against EMD:</p> <p>As an alternative to submission of EMD, the bidder also has an option to submit a letter of undertaking issued by either of the following three organizations, viz. (i) Indian Renewable Development agency Limited (IREDA) or (ii) Power Finance Corporation Limited or (iii) REC Limited. This Letter of Undertaking shall be issued as “Payment on Order Instrument” (POI), wherein the POI issuing organization undertakes to pay in all scenarios under which the EMD would be liable to be encashed by SECI within the provisions of tender. This instrument would have to be furnished as per Format-27 of the tender document, within the timelines, for the amount and validity period as per the clause above.</p> <p>The term “Bank Guarantee (BG) towards/against EMD” occurring in the entire tender document shall be read as “ePBG/Bank Guarantee (BG)/ Payment on Order Instrument (POI) towards/ against EMD”.</p>

S No	ITB Clause Ref. No	Bid Data Details
		<p>Further the EMD will also be accepted in the form of Insurance Surety Bond as per Format-29 of the tender document.</p> <p>14.11 The Earnest Money Deposit (EMD) is exempted for MSME bidders registered under NSIC/ DIC/ Udyog Aadhaar Category only. The MSME bidder must submit relevant valid supporting document for seeking Bid Processing Fee & EMD exemption. To avail the exemption in Bid Processing Fee in case of consortium/ JV, all the members should be registered as MSME Vendors under NSIC/ Udyog Aadhaar Category/DIC.</p> <p>14.12 Further, the bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per Government e Marketplace (GeM) General Terms and Conditions (GTC) with the technical bid.</p>
3.	Zero Deviation & Rejection Criteria (ITB Clause 18.1 & 18.2)	Clause No 18.1, Zero deviation & Clause No 18.2, Rejection Criteria should be read in conjunction to each other & both clauses' points mentioned should complement each other.
4.	Deadline for Submission of Bids (ITB Clause 21.2)	<p><u>Add following to the existing clause:</u></p> <p>For hard copies of bid submission purpose, the address of the Employer is:</p> <p>Solar Energy Corporation of India Limited, 6th Floor, Plate-B, NBCC Office Block Tower-2, East Kidwai Nagar, New Delhi-110023, India</p> <p>Kind Attn.: Additional General Manager (C & P)/ Deputy General Manager (C & P) Telephone Nos.: - 0091-(0)11-24666200; Extn: 200 Fax No.: - 0091-(0)11-24666243 Email: - contracts@seci.co.in;</p>
5.	Bid Opening (ITB Clause 25.1)	<p><u>Add following to the existing clause:</u></p> <p>The bid opening shall take place at:</p>

S No	ITB Clause Ref. No	Bid Data Details
		Solar Energy Corporation of India Limited, 6th Floor, Plate-B, NBCC Office Block Tower-2, East Kidwai Nagar, New Delhi-110023, India
6.	Signing of Contract Agreement (ITB Clause 34)	<u>Add following to the existing clause:</u> State of which stamp paper is required for Contract Agreement: Delhi The value of stamp paper will be INR 100/-
7.		

SECTION-IV

QUALIFYING REQUIREMENTS

QUALIFYING REQUIREMENTS

Qualification of the Bidder(s) will be based on their meeting the minimum eligibility criteria specified below regarding the Bidder's General Standards, Technical Experience and Financial eligibility as demonstrated by the Bidder's responses in the corresponding Bid documents. Specific requirements are given below:

1. GENERAL ELIGIBILITY CRITERIA

- 1.1 The bidder should be an Indian company registered in India meeting the technical and financial eligibility requirement (s) as set forth in this section. Further, Government owned Enterprises registered and incorporated in India are also allowed to participate in this tender. However, the bidders against whom sanction/debarment/blacklisting for conducting business is imposed by Government of India, are not allowed to participate. The subsidiary of a foreign company, which is registered in India under Companies Act, 1956 or 2013 prior to the bid submission deadline, is eligible to participate.
- 1.2 In case of registered Companies, the copies of Certificate of Incorporation (CoI), Article of Association (AoA), and Memorandum of Association (MoA) shall be provided along with the bid documents.
- 1.3 The Bidder should have not been debarred by SECI/ Ministry of New & Renewable Energy (MNRE) or any other Government body for future bidding due to "poor performance" or "corrupt and fraudulent practices" or any other reason in the past. Further, neither bidder nor their allied agency (ies) should be on the banning list of SECI or the Ministry of New & Renewable Energy (MNRE).
- 1.4 The Bidder should submit a **Self-Certification on the letter head of bidder** that the bidders has not been blacklisted for business by any Government Department/PSU and that in last three years to be reckoned from date of invitation of tender, there has not been any work cancelled against them for poor performance.
- 1.5 It shall be the sole responsibility of the bidder to inform Owner in case the bidder is debarred from bidding by any organisation. Concealment of the facts shall tantamount to misrepresentation of facts and shall lead to action against such Bidders.
- 1.6 The Bidder should not be under any liquidation court receivership or similar proceedings on the due date of submission of bid.
- 1.7 **Earnest Money Deposit (EMD) exempted for MSME bidder's registered under NSIC/ DIC/ Udyog Aadhaar Category only. The MSME bidder must submit relevant valid supporting document for seeking EMD exemption.**

- 1.8 The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per Government e Marketplace (GeM) General Terms and Conditions (GTC) with the technical bid.
- 1.9 Bids by Consortium/ JV are not allowed for participation under this tender.
- 1.10 Limited Liability Partnerships Firm, Proprietorships Firm, Partnerships Firm, NGOs, Charitable Trusts and Educational Societies are not eligible for participation in this tender. As the Limited Liability Partnerships Firm, Proprietorships Firm, Partnerships Firm, NGOs, Charitable Trusts and Educational Societies in any form are not allowed to participate in the tendering process, hence any such firm/entity having MSME status is also not eligible to participate in the bidding process (either individually or in Joint Venture/ Consortium).

2. TECHNICAL ELIGIBILITY CRITERIA

The Bidder can participate through below mentioned qualifying Criteria. The Bidder shall be considered meeting technical criteria as mentioned below: -

- 2.1 The bidder must have at least three years' experience (ending month of March prior to the bid opening) of providing similar type of services.
- 2.2 The bidder must have successfully completed “**Similar Services/Works**” (“**Similar Services/Works**” means “Installation, Configuration & Commissioning of IT Infrastructure (Firewall in HA / Storage System / Network Switches/ Enterprise Network Management Tool)” to the Govt./ CPSUs/ JVCs of CPSUs/ Private organizations/ Autonomous Bodies/ Companies/ Institutes/ MNCs), over the last three years i.e. as on the last date of bid submission in the current financial year and the last three financial years: -
- 2.2.1 At least one similar completed work costing not less than the amount equal to **INR 114/- Lakhs** (Indian Rupees One Hundred Fourteen Lakhs Only) inclusive of all taxes; or
- 2.2.2 At least two similar completed works each costing not less than the amount equal to **INR 72/- Lakhs** (Indian Rupees Seventy-Two Lakhs Only) inclusive of all taxes; or
- 2.2.3 At least three similar completed works each costing not less than the amount equal to **INR 57/- Lakhs** (Indian Rupees Fifty-Seven Lakhs Only) inclusive of all taxes.

(Documents Required: Proof of documentation conforming above experience details/ Client Work Order/Contract Agreement along with Completion Certificate/ Performance Certificate/ Successful Order execution confirmation from client side

indicating scope of assignment, name of client(s), value of assignment, date & year of award etc).

- 2.3 Bidder should have among its clients, reputed institutes/centres or corporate in public/private sector, for whom they have been providing the similar services. Names and addresses of such clients along with details regarding nature, amount and period of the contracts should be furnished. Certificates from the clients regarding the quality and duration of service rendered shall also be furnished.

3. EQUIPMENT AND MANAGERIAL CAPABILITY CRITERIA

- 3.1 The Bidder should be having office of their own in Delhi/NCR. A self- certification on the letterhead of the Bidder (duly stamped and signed) indicating address and contact details duly supported by Lease deed or relevant supporting documents to be submitted along with the bid.
- 3.2 A Contract Manager with five years' experience in Services of an equivalent nature and volume, including no less than three years as Manager. A self-certification duly attested by Authorized Signatory on the letter head of Bidder should submit along with the bid.
- 3.3 Bidder shall provide all the relevant documents, datasheets, OEM MAF (Manufacture Authorization Form) and technical specifications compliance sheet under Tender Document.
- 3.4 Bidder should have valid ISO 9001 certificate. A copy of such certification needs to be submitted along with bid.

4. FINANCIAL ELIGIBILITY CRITERIA

- 4.1 The Minimum Average Annual Turnover (MAAT) of the Bidder during the last three years, ending 31st March of the previous financial year (i.e. FY 2021-22, 2022-23 & 2023-24) should be **INR 57/- Lakhs** (Indian Rupees Fifty-Seven Lakhs Only)*.

** MAAT shall mean Revenue from Operations as incorporated in the profit & loss account excluding other income, e.g. sale of fixed assets. This must be the individual Company's turnover and not that of any group of Companies. A summarized sheet of average turnover, certified by a practicing Chartered Accountant/Statutory Auditor should be compulsorily enclosed along with corresponding annual accounts. In case of tender having the submission deadline up to 30th September of the relevant financial year and audited financial results of immediate 3 preceding financial years being not available, the Bidder has an option to submit the audited financial results of three years immediately prior to relevant financial year. In case*

the bid submission deadline is after 30th September of the relevant financial year, Bidder has to compulsorily submit the audited financial results of immediately preceding three financial years.

Financial data for latest last three audited financial years have to be submitted by the Bidder in the attached Format in Forms & Formats of the tender document along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his/her stamp and signature.

4.2 The Bidder must be possessing GST Registration Number and PAN Card.

Documentary Evidence for the following must be submitted, to support Bidder eligibility:

- a) Documentary evidence including PO/WO/Completion Certificate/ Performance Certificate with Details of work orders indicating scope of assignment, name of client(s), value of assignment, date & year of award etc, along with relevant copies of contract/ work orders.
 - b) Copies of relevant Certificates issued.
 - c) Copy of Bidder's **Self Certification on Letterhead of bidder** being not blacklisted /barred for taking business by any Government Department/PSU.
 - d) Certified copies of registration certificates.
 - e) Documents showing proof of turnover during last 3 financial years.
5. The tender submission of tenderers, who do not qualify the technical eligibility criteria & Financial criteria stipulated in the clauses above, shall not be considered for further evaluation and therefore would be rejected. However, SECI may seek clarifications from the Bidders so as to ascertain the correctness of facts & documents as presented by the Bidder. The mere fact that the tenderer is qualified as mentioned in the financial criteria shall not imply that its bid shall automatically be accepted. The same should contain all technical data as required for consideration of tender as prescribed.
6. **Non-compliance of any of the above conditions will result in technical disqualification of the party. Financial bid of the technically disqualified party(ies) will not be considered.**
7. Notwithstanding anything stated above, Employer/ Owner reserves the right to assess the Bidder's capability and capacity to perform the contract should the circumstances warrant such assessment necessary in its overall interest. Bidder may have to produce originals of documents submitted to qualify against the package, which shall be returned after verification & shall not be retained by Employer/ Owner. Authenticity of documents submitted by Bidders may also be verified by Employer/ Owner as deemed fit through its own sources.

8. Owner reserves the right to waive minor deviations if they do not materially affect the capability of the Bidder to perform the contract.

9. **IN CASE ANY DOCUMENT SUBMITTED BY A BIDDER IS FOUND TO BE FORGED OR FAKE, OWNER RESERVES ITS RIGHT TO TAKE APPROPRIATE ACTIONS FOR SUCH MALPRACTICES INCLUDING FOREFEITURE OF EMD AND/ OR BANNING OF BUSINESS/ BLACKLISTING ETC.**

SECTION-V

GENERAL CONDITIONS OF CONTRACT (GCC)

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[A] DEFINITIONS

In this “Tender Document” the following words and expression will have the meaning as herein defined where the context so admits:

1. DEFINITION & ABBREVIATIONS

In this TENDER (as here-in-after defined) the following words and expressions shall have the meanings hereby assigned to them except where the context otherwise required.

1.1 **AFFILIATE** shall mean a company that either directly or indirectly

- a. controls or
- b. is controlled by or
- c. is under common control with

A Bidding Company and “control” means ownership by one company of at least twenty six percent (26%) of the voting rights of the other company.

1.2 **APPROVED** shall mean approved in writing including subsequent written confirmation of previous verbal approval and "APPROVAL" means approval in writing including as aforesaid.

1.3 **APPOINTING AUTHORITY** for the purpose of arbitration shall be the any person so designated by the Owner.

1.4 **ARBITRATOR** means the person or persons appointed by agreement between the owner and the Contractor to make a decision on or to settle any dispute or difference between the owner and the Contractor referred to him or her by the parties.

1.5 **BID** means the Techno Commercial and Price Bid submitted by the Bidder along with all documents/ credentials/ attachments/ annexure etc., in response to the Tender, in accordance with the terms and conditions hereof.

1.6 **BIDDER** means Bidding Company/ Expert submitting the Bid. Any reference to the Bidder includes Bidding Company/ Experts including its successors, executors and permitted assigns as the context may require.

1.7 **CHARTERED ACCOUNTANT** means a person practicing in India or a firm whereof all the partners practicing in India as a Chartered Accountant(s) within the meaning of the Chartered Accountants Act, 1949.

1.8 **COMPANY** means a body incorporated in India under the Companies Act, 1956 or Companies Act, 2013 including any amendment thereto.

- 1.9 **CONTRACT** shall mean the Agreement between the Owner and the Contractor for the execution of the works including therein all contract documents.
- 1.10 **CONTRACT DOCUMENTS** mean collectively the Limited Tender Documents, Specification, Schedule of Quantities and Rates, Letter of Acceptance and agreed variations if any, and such other documents constituting the Limited Tender and acceptance thereof.
- 1.11 **CONTRACTOR/ SUCCESSFUL BIDDER** means the person or the persons, firm or Company or corporation whose tender has been accepted by the Owner and includes the Contractor's legal representatives his/ her successors and permitted assigns.
- 1.12 **CONTROLLING OFFICER** means the authorized Controlling Person/body of the contract from Human Resource P&A Department of designation not below the rank of General manager or as suitably appointed by Solar Energy Corporation of India Limited to perform the duties delegated by the Owner.
- 1.13 **DAY** means a day of 24 hours from midnight to midnight irrespective of the number of hours worked in that day.
- 1.14 **EARNEST MONEY DEPOSIT (EMD)** means the unconditional and irrevocable Tender Security in the form of Demand Draft/ Banker's Cheque/ Bank Guarantee to be submitted along with the Bid by the Bidder as prescribed in the Tender.
- 1.15 **ENGINEER/ ENGINEER-IN-CHARGE** shall mean the person designated from time to time by Solar Energy Corporation of India Limited/ Owner and shall include those who are expressly authorized by him to act for and on his behalf for operation of this Contract.
- 1.16 **EFFECTIVE DATE** means the date of issuance of Notification of Award/ GeM Order or date as mentioned in Notification of Award/ GeM Order from which the Time for Completion shall be determined.
- 1.17 **FINANCIAL BID/PRICE BID** means the price quotation submitted by the Service Provider for the complete Limited Tender scope of work as per the format provided under Schedule of Rates (SOR).
- 1.18 **NOTICE IN WRITING OR WRITTEN NOTICE** shall mean a notice in written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received by the addressee) by registered post to the latest known private or business address or registered office of the addressee and shall be deemed to have been received in the ordinary course of post it would have been delivered.

- 1.19 **NOTIFICATION OF AWARD (NOA)/ GeM Order** means the official notice issued vide Letter/ E-mail order placed on GeM portal by the owner notifying the Contractor that his bid has been accepted.
- 1.20 **OFFICER IN CHARGE** means the authorized representative appointed by Solar Energy Corporation of India Limited to perform the duties delegated by the Owner.
- 1.21 **OWNER** means here in the context of this Tender Document as Solar Energy Corporation of India Limited, New Delhi shall include the legal successors or permitted assigns of the Owner.
- 1.22 **PARENT COMPANY** means a company that holds more than Fifty Percent (50%) of the paid-up equity capital directly or indirectly in the Bidding Company as the case may be.
- 1.23 **SECI** means Solar Energy Corporation of India Limited, New Delhi (A Government of India Enterprise) under MNRE.
- 1.24 **TENDER** means the process whereby Owner invite bids for Projects/ Works/ Facilities that are submitted within a finite deadline by the Bidder/ Contractor.
- 1.25 **WEEK** means a period of any consecutive seven days.
- 1.26 **WORKING DAY** means any day which is not declared to be holiday or rest day by the Owner.

[B] GENERAL INFORMATION

2. INTERPRETATIONS

- 2.1 Words comprising the singular shall include the plural & vice versa
- 2.2 An applicable law shall be construed as reference to such applicable law including its amendments or re-enactments from time to time.
- 2.3 A time of day shall save as otherwise provided in any agreement or document be construed as a reference to Indian Standard Time.
- 2.4 Different parts of this contract are to be taken as mutually explanatory and supplementary to each other and if there is any differentiation between or among the parts of this contract, they shall be interpreted in a harmonious manner so as to give effect to each part.

2.5 The table of contents and any headings or sub headings in the contract has been inserted for case of reference only & shall not affect the interpretation of this agreement.

3. APPLICATION

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

4. BID LANGUAGE

The bid prepared by the Service Provider, as well as all correspondence and documents relating to the Bid exchanged by the Service Provider and SECI, shall be written in English language only. Supporting documents and printed literature furnished by the Service Provider may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language duly certified by the Service Provider, in which case, for purposes of interpretation of the Bid, the translation shall govern.

[C] GENERAL OBLIGATIONS

5. CONTRACT LIABILITY

5.1 Contractors' liability towards indemnity

The successful bidder shall submit an indemnity bond, indemnifying SECI from the following, on a stamp paper of Rs. 100 duly signed by the authorized signatory within 30 working days from the date of work order, and before commencement of work at site:

- a. Any third-party claims, civil or criminal complaints /liabilities, site mishaps, fire hazards and other accidents including death of any person/s or dispute and /or damages occurring or arising out of any mishaps at site due to his/his employee/representative fault or negligence.
- b. All claims, demands, actions, proceedings, losses, damages, liabilities, cost, charges, expenses or obligations that are occasioned to or may occasion to the Bidder as a result of nonpayment of any statutory dues levied/Taxes e.g. leviable on the Bidder or the Bidder committing breach of any of the rules, regulations, orders, directives, instructions that may be issued by any authority under the Central Government/State Govt. or any statute or law for the time being in force.
- c. Any damages, loss, death or expenses due to or resulting from any negligence or breach of duty on his/his employee/representative part.

6. NON-DISCLOSURE

The successful Bidder shall safeguard and keep the Confidential Information of SECI in confidence. The Bidder shall not, without the prior written consent of the owner (SECI), disclose Confidential Information to any person or entity except to Bidder's employees, officers and directors who have a need to know such Confidential Information for the Purpose and who are bound by the confidentiality obligations. The successful Bidder shall ensure that each of such employees, officers and directors are made aware of the nature of the confidential information and shall at all times remain liable for the wrongful disclosure by such persons. Further, the Bidder shall ensure not to disclose the Confidential Information to its affiliates, Holding Company/ Parents as well as Group Companies.

7. SUCCESSFUL BIDDER INTEGRITY

The Successful Bidder is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

8. DEFAULT IN CONTRACTS OBLIGATION

8.1 In case of any default or delay in performing any of the contract obligation, SECI reserves the right to forfeit the Performance Security/recover the actual damages/loss from the successful bidder but in any case, total liability of the Successful Bidder under this contract shall not exceed total contract value/price.

8.2 In addition to above clause, SECI may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Successful Bidder, terminate the Contract in whole or part as following:

- a. if the Successful Bidder fails to deliver any or all of the Work as required by SECI or
- b. if the Successful Bidder fails to perform any other obligation(s)/duties under the Contract or
- c. If the Successful Bidder, in the judgment of SECI has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

9. FORCE MAJEURE

9.1 A 'Force Majeure' means any event or circumstance or combination of events those stated below that wholly or partly prevents or unavoidably delays an Affected Party in the performance of its obligations under this Agreement, but only if and to the extent that such events or circumstances are not within the reasonable control,

directly or indirectly, of the Affected Party and could not have been avoided if the Affected Party had taken reasonable care or complied with Prudent Utility Practices:

- a. Act of God, including, but not limited to lightning, fire not caused by Contractors' negligence and explosion (to the extent originating from a source external to the site), earthquake, volcanic eruption, landslide, unprecedented flood, cyclone, typhoon or tornado;
- b. Any act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, terrorist or military action, quarantine;
- c. Radioactive contamination or ionizing radiation originating from a source in India or resulting from another Force Majeure Event mentioned above.

9.2 Force Majeure Exclusions

Force Majeure shall not include (i) any event or circumstance which is within the reasonable control of the Parties and (ii) the following conditions, except to the extent that they are consequences of an event of Force Majeure:

- a. Unavailability, late delivery, or changes in cost of the plant, machinery, equipment, materials, spare parts or consumables for the Power Project/Service;
- b. Delay in the performance of any Contractor, sub-Contractor or their agents;
- c. Non-performance resulting from normal wear and tear typically experienced in power generation materials and equipment/Service;
- d. Strikes at the facilities of the Contractor / Affected Party;
- e. Insufficiency of finances or funds or the agreement becoming onerous to perform; and
- f. Non-performance caused by, or connected with, the Affected Party's:
 - i. Negligent or intentional acts, errors or omissions;
 - ii. Failure to comply with an Indian Law; or
 - iii. Breach of, or default under this Contract Agreement.
- g. Normal rainy seasons and monsoon
- h. Any Transport strikes not directly affecting the delivery of goods from manufacturer to site

9.3 In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this Contract, relative obligation of the party affected by such Force Majeure shall be treated as suspended during the period which the Force Majeure clause last.

9.4 Upon occurrence of such causes, the party alleging that it has been rendered unable as aforesaid, thereby, shall notify the other party in writing by registered notice within 7 (Seven) Days of the alleged beginning thereof giving full particulars and

satisfactory evidence in support of its claim. Further, within 14 (Fourteen) days, the Contractor will furnish a detailed Contingency Plan to overcome the effects of the incident and bring the project on its schedule after cessation of the effect of Force Majeure.

- 9.5 The Affected Party shall give notice to the other Party of (i) the cessation of the relevant event of Force Majeure; and (ii) the cessation of the effects of such event of Force Majeure on the performance of its rights or obligations under this Agreement, as soon as practicable after becoming aware of each of these cessations.
- 9.6 Time for Performance of the relative obligation suspended by the force majeure shall stand extended by the period for which such Force Majeure clause lasts.
- 9.7 If works are suspended by Force Majeure conditions lasting for more than two months, the Owner shall have the option of cancelling this Contract in whole or part thereof, at its discretion.
- 9.8 The Contractor will not be entitled to claim any compensation for Force Majeure conditions and shall take appropriate steps to insure its men and materials utilized by it under the Contract.
- 9.9 To the extent not prevented by force majeure event, the affected party shall continue to perform its obligations pursuant to this Agreement. The Affected Party shall use its reasonable efforts to mitigate the effect of any Force Majeure Event as soon as practicable.

10. RISK PURCHASE CLAUSE

In case the contractor is not able, in the judgment of SECI, to maintain satisfactory work progress and it appears that he will not be able to render the services within the time schedule and achieve the target completion date, SECI shall be at liberty to either:

- a. Continue as per the Work Order with due liquidated damages (if applicable) for late delivery.
- or
- b. Engage any other contractor, parallel to existing contractor, to complete part of the balance order at the risk and cost of the existing contractor.
- or
- c. Cancel the Work Order and get the balance work done from third party at the risk and cost of the existing contractor.

11. TERMINATION OF CONTRACT

11.1 Termination for Owner's Convenience

11.1.1 The Owner may at any time terminate the Contract for any reason by giving the Contractor a notice of termination that refers to this GCC Sub-Clause 11.1.

11.1.2 Upon receipt of the notice of termination under GCC Sub-Clause 11.1.1, the Contractor shall either immediately or upon the date specified in the notice of termination

1. cease all further services, except for such services as the Owner may specify in the notice of termination for the sole purpose of protecting that part of the services already executed.
2. terminate all subcontracts, except those to be assigned to the Owner pursuant to paragraph (c) (ii) below
3. subject to the payment specified in GPC Sub-Clause 11.1.3,
 - i. deliver to the Owner the parts of the services executed by the Contractor up to the date of termination
 - ii. to the extent legally possible, assign to the Owner all right, title and benefit of the Contractor as of the date of termination, and, as may be required by the Owner, in any subcontracts concluded between the Contractors and its Subcontractor; and

11.1.3 In the event of termination of the Contract under GPC Sub-Clause 11.1.1, the Owner shall pay to the Contractor the following amounts:

- a. the Contract Price, properly attributable to the supplies executed by the Contractor as of the date of termination
- b. any amounts to be paid by the Contractor to its Subcontractors in connection with the termination of any subcontracts, including any cancellation charges

11.2 Termination for Contractors' Default

11.2.1 Neither the Owner nor the Contractor may assign the Contract or any part thereof, or any right, benefit, obligation, or interest therein or thereunder, to any third party without the express prior written consent of the other Party, which consent shall not be unreasonably withheld, except that the Contractor shall be entitled to assign any monies due and payable to it or that may become due and payable to it under the Contract, either absolutely or by way of charge.

11.2.2 The Owner, without prejudice to any other rights or remedies it may possess, may terminate the Contract forthwith in the following circumstances by

giving a notice of termination and its reasons therefor to the Contractor, referring to this GPC Sub-Clause 11.2:

- a. if the Contractor becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Contractor is a corporation, a resolution is passed or order is made for its winding up, other than a voluntary liquidation for the purposes of amalgamation or resupply, a receiver is appointed over any part of its undertaking or assets, or if the Contractor takes or suffers any other analogous action in consequence of debt
- b. if the Contractor assigns or transfers the Contract or any right or interest therein in violation of the provision of GPC Clause 11.2.1.
- c. if the Contractor, in the judgment of the Owner has engaged in Fraud and Corruption in competing for or in executing the Contract.

11.2.3 If the Contractor

- a. has abandoned or repudiated the Contract
- b. has without valid reason failed to commence services promptly or has suspended the progress of Contract performance for more than twenty-eight (28) days after receiving a written instruction from the Owner to proceed
- c. persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause

then the Owner may, without prejudice to any other rights it may possess under the Contract, give a notice to the Contractor stating the nature of the default and requiring the Contractor to remedy the same. If the Contractor fails to remedy or to take steps to remedy the same within fourteen (14) days of its receipt of such notice, then the Owner may terminate the Contract forthwith by giving a notice of termination to the Contractor that refers to this GPC Sub-Clause 11.2.

11.2.4 Upon receipt of the notice of termination under GPC Sub-Clauses 11.2.2 or 11.2.3, the Contractor shall, either immediately or upon such date as is specified in the notice of termination,

- a. cease all further services, except for such services as the Owner may specify in the notice of termination for the sole purpose of protecting that part of the services already executed.
- b. terminate all subcontracts, except those to be assigned to the Owner pursuant to paragraph (c) below
- c. to the extent legally possible, assign to the Owner all right, title and benefit of the Contractor as of the date of termination, and, as may be

required by the Owner, in any subcontracts concluded between the Contractors and its Subcontractor.

- 11.2.5 The Owner may expel the Contractor, and complete the services itself or by employing any third Party. The Owner may, to the exclusion of any right of the Contractor over the same, take over and use with the payment of a fair rental rate to the Contractor, with all the maintenance costs to the account of the Owner and with an indemnification by the Owner for all liability including damage or injury to persons arising out of the Owner's use of such services.
- 11.2.6 Subject to GPC Sub-Clause 11.2.7, the Contractor shall be entitled to be paid the Contract Price attributable to the services executed as of the date of termination. Any sums due the Owner from the Contractor accruing prior to the date of termination shall be deducted from the amount to be paid to the Contractor under this Contract.
- 11.2.7 If the Owner completes the services, the cost of completing the services by the Owner shall be determined.

If the sum that the Contractor is entitled to be paid, pursuant to GPC Sub-Clause 11.2.6, plus the reasonable costs incurred by the Owner in completing the services, exceeds the Contract Price, the Contractor shall be liable for such excess.

If such excess is greater than the sums due the Contractor under GPC Sub-Clause 11.2.6, the Contractor shall pay the balance to the Owner, and if such excess is less than the sums due the Contractor under GPC Sub-Clause 11.2.6, the Owner shall pay the balance to the Contractor.

The Owner and the Contractor shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.

[D] APPLICABLE LAW AND SETTLEMENT OF DISPUTES

12. MUTUAL CONSULTATION

If any dispute of any kind whatsoever shall arise between the owner and the supplier in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the Facilities, whether during the progress of the Facilities or after their completion and whether before or after the termination, abandonment or breach of the Contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a

dispute or difference by mutual consultation, then the dispute may be settled through Arbitration / other remedies available under the applicable laws.

13. ARBITRATION

13.1 Settlement of Dispute

- i. If any dispute or difference or claim occurs between the Owner and the Supplier in connection with or arising out of the contract including without prejudice to the generality of the foregoing, any question regarding the formation, existence, validity termination or breach, the parties shall seek to resolve any such dispute or difference by mutual consent.
- ii. If the parties fail to resolve, such a dispute or difference by mutual consent, within 45 days of its arising, then the dispute shall be referred by either party by giving notice to the other party in writing of its intention to refer to Arbitration as hereafter provided regarding matter under dispute. No arbitration proceedings will commence unless such notice is given.

13.2 In Case the Contractor Is a Public Sector Enterprise or A Government Department

In the event of any dispute or difference relating to the interpretation and application of the provisions of commercial contract(s) between Central Public Sector Enterprises (CPSEs)/ Port Trusts inter se and also between CPSEs and Governmental Departments/ Organizations (other than those related to taxation matters), such dispute or difference shall be taken up by either party for resolution through AMRCD (Administrative Mechanism for Resolution of CPSEs Disputes) as mentioned in DPE OM No. 4(1)/2013-DPE (GM)FTS-1835 dated 22-05-2018, 04.07.2018 and 11.07.2018; and DPE-GM-056i0003/2019-FTSA-10937 dated 20.02.2020 and as amended from time to time.

13.3 In All Other Cases

- i. In all other cases, any dispute submitted by a party to Arbitration shall be heard by an Arbitration Panel composed of three Arbitrators, in accordance with the provisions set forth below.
- ii. The owner and the supplier shall each appoint one Arbitrator, and these two Arbitrators shall jointly appoint a third Arbitrator, who shall chair the Arbitration Panel. If the two Arbitrators do not succeed in appointing a third Arbitrator within Thirty (30) days after the later of the two Arbitrators has been appointed, the third arbitrator shall, at the request of either party, be appointed by the Appointing Authority for third Arbitrator which shall be the President, Institution of Engineers.

- iii. If one party fails to appoint its Arbitrator within thirty (30) days after the other party has named its Arbitrator, the party which has named an Arbitrator may request the Appointing Authority to appoint the second Arbitrator.
- iv. If for any reason an Arbitrator is unable to perform its function, the mandate of the Arbitrator shall terminate in accordance with the provisions of applicable laws and a substitute shall be appointed in the same manner as the original Arbitrator. Such a re-constituted Tribunal may, at its discretion, proceed with the reference from the stage at which it was left by the previous Arbitrator (s).
- v. Arbitration proceedings shall be conducted with The Arbitration and Conciliation Act, 1996 and the rules made thereunder and for the time being in force.
- vi. The venue or arbitration shall be New Delhi.
- vii. The award of the arbitrator shall be final and binding on the parties to this contract.
- viii. The decision of a majority of the Arbitrators (or of the third Arbitrator chairing the Arbitration Panel, if there is no such majority) shall be final and binding and shall be enforceable in any court of competent jurisdiction as decree of the court. The parties thereby waive any objections to or claims of immunity from such enforcement.
- ix. The Arbitrator(s) shall give reasoned award.
- x. Notwithstanding any reference to the Arbitration herein, the parties shall continue to perform their respective obligations under the contract unless they otherwise agree.
- xi. Cost of arbitration shall be equally shared between the Owner and the Supplier.
- xii. The fees payable to the Arbitrator and the manner of payment of the fees shall be such as may be governed by the Fourth Schedule of the Arbitration and Conciliation Act 1996.
- xiii. The Courts in Delhi alone shall have jurisdiction to entertain any application or other proceedings in respect of anything arising under this Contract and any award or awards made by Arbitration Tribunal hereunder shall be filed (if so required) in the concerned Courts in Delhi only.

- xiv. The language of the proceedings will be in English.
- xv. This Arbitration Clause shall continue to survive termination, completion, or closure of the Main contract for 120 days thereafter.

14. JURIDICTION

The Contract shall be governed by and interpreted in accordance with laws in force in India. The Courts of Delhi shall have exclusive jurisdiction in all matters arising under the Contract.

SECTION-VI

SPECIAL CONDITIONS OF CONTRACT (SCC)

SPECIAL CONDITIONS OF CONTRACT (SCC)

The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Wherever there is a conflict, the provisions herein shall prevail over those in the GCC. The corresponding Clause number(s) of the GCC is/are indicated in parentheses.

SCC No	GCC Clause Ref. No (If Applicable)	Details/ Description/ Special Conditions
1.	Definitions (GCC clause 1)	<p align="center">The Owner is:</p> <p align="center">Solar Energy Corporation of India Limited, 6th Floor, Plate-B, NBCC Office Block Tower-2, East Kidwai Nagar, New Delhi-110023, India</p> <p align="center">Kind Attn.: AGM (C&P) / DGM (C&P) Telephone Nos.: +91-(0)11-24666 200/ 24666 200 Fax No.: +91-(0)11-24666 200 E-mail: - contracts@seci.co.in;</p>
2.		<p align="center">The Engineer-in-Charge (EIC):</p> <p align="center">“Shall be intimated to the successful bidder”</p>
3.	Arbitration (GCC clause 13)	<p align="center"><u>Add following to the existing clause’s:</u></p> <p><u>ARBITRATION:</u></p> <p>Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the India International Arbitration Centre (“IIAC”) in accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations (“IIAC Regulations”) for the time being in force, which regulations are deemed to be incorporated by reference in this clause.</p> <p>The place/seat of the arbitration shall be [New Delhi, India].*</p> <p>* If a place/seat other than New Delhi is chosen, please replace [New Delhi, India] with the city and country of choice (e.g., [City, Country]).</p>

SCC No	GCC Clause Ref. No (If Applicable)	Details/ Description/ Special Conditions
		<p>The Tribunal shall consist of _____** arbitrator(s). **State an odd number. Either state one, or state three.</p> <p>The law governing the arbitration agreement shall be [Indian Law].</p> <p>The language of the arbitration shall be [English].</p> <p><u>APPLICABLE LAW:</u></p> <p>The governing law of the Contract shall be [Indian Law].</p>
4.	<p>Completion/ Contract Period (GCC clause 15)</p>	<p align="center"><u>Add following to the existing clause's:</u></p> <p>15. <u>COMPLETION/ CONTRACT PERIOD:</u></p> <p>03 (Three) Years 02 (Two) Months i.e. 38 (Thirty-Eight) months.</p> <p>15.1 02 months for the Part-A: Augmentation of existing SECI IT Infrastructure i.e. Supply, Installation & Commissioning of IT Infrastructure as per Bill of Quantity (BoQ) effective from the date of issuance of the GeM Order or date as mentioned in GeM Order/ Contract Agreement (CA);</p> <p>15.2 03 years for the Part-B: Comprehensive Support and Maintenance of the SECI IT Network Infrastructure) effective from the date of installation & commissioning of the system as per Part-A with the provision for further extension of the Part-B: Comprehensive Support and Maintenance of the SECI IT Network Infrastructure contract period by 01 (One) year on same price, terms & conditions with the mutual consent of both the parties.</p>
5.	<p>Contract Performance Security (CPS)/ Contract Performance Guarantee (CPG)</p>	<p align="center"><u>Add following to the existing clause's:</u></p> <p>16. <u>CONTRACT PERFORMANCE SECURITY</u></p> <p>16.1 Against the contract of the Goods & Services, within 30 (Thirty) days from the date of issuance of the GeM Order, the successful bidder shall furnish an unconditional and irrevocable Contract Performance Security as per Format-III</p>

SCC No	GCC Clause Ref. No (If Applicable)	Details/ Description/ Special Conditions
	(GCC clause 16)	<p>provided in Forms & Formats, Section-VII of tender documents and which shall be 3% of the Total Contract Value and shall be valid up to 41 (Forty-One) months from the date of its issuance. The Contract Performance Security shall be in the form of either Banker’s Cheque or Demand Draft or Bank Guarantee or NEFT and shall be in the currency of the Contract and will be issued in the name of the owner (Solar Energy Corporation of India Limited).</p> <p>The successful bidder can submit Contract Performance Security with initial validity of 36 months and the same may be extended after every 36 months till completion of the total 41 months period.</p> <p>Bank Guarantee towards Contract Performance Security shall be from any scheduled bank or a branch of an International Bank situated in India and registered with Reserve Bank of India as scheduled foreign bank. However, in case of Bank Guarantees from Banks other than the Nationalized Indian banks, the Bank must be a commercial Bank having net worth in excess of INR 500 Crores and a declaration to this effect should be made by such commercial bank either in the Bank Guarantee itself or separately on its letterhead.</p> <p>The Contract Performance Security may also be submitted in the form of ‘crossed payee accounts only’ Demand Draft/ Banker’s Cheque in favour of “Solar Energy Corporation of India Limited”.</p> <p>16.2 The Contract Performance Security has to cover the entire contract value including extra works/ services also. As long as the Contract Performance Security submitted at the time of award takes care the extra works/ services executed and total executed value are within the awarded contract price, there is no need for additional Contract Performance Security. As soon as the total executed value is likely to burst the ceiling of awarded contract price, the bidder should furnish additional Contract Performance Security on proportionate basis of the percentage for the additional amount in excess to the original contract value. The Contract</p>

SCC No	GCC Clause Ref. No (If Applicable)	Details/ Description/ Special Conditions
		<p>Performance Security shall be towards faithful performance of the contractual obligations and performance of equipment.</p> <p>16.3 Further, any delay beyond 30 (Thirty) days shall attract interest @ 1.25% per month on the total Contract Performance Security amount, calculated on pro-rata basis accordingly. Owner at its sole discretion may cancel the GeM Order/ Contract Agreement, in case Contract Performance Security is not submitted within 45 (Forty) days from the date of issuance of the GeM Order. However, total project completion period shall remain same. Part Security shall not be accepted.</p> <p>16.4 If the bidder or their employees or the bidder's agents and representatives shall damage, break, deface or destroy any property belonging to the Owner or others during the execution of the Contract, the same shall be made good by the bidder at his own expenses and in default thereof, the Engineer-in-Charge may cause the same to be made good by other bidders and recover expenses from the bidder (for which the certificate of the Engineer-in-Charge shall be final).</p> <p>16.5 All compensation or other sums of money payable by the bidder to the Owner under terms of this Contract may be deducted from or paid by the encashment or sale of a sufficient part of his Contract Performance Security or from any sums which may be due or may become due to the bidder by the Owner of any account whatsoever and in the event of his Contract Performance Security being reduced by reasons of any such deductions or sale of aforesaid, the bidder shall within 10 (Ten) days thereafter make good in cash, bank drafts as aforesaid any sum or sums which may have been deducted from or realized by sale of his Contract Performance Security, or any part thereof. No interest shall be payable by the Owner for sum deposited as Contract Performance Security.</p> <p>16.6 The Contract Performance Guarantee (CPG) submitted shall be released to the contractor without any interest not later than 90 days after the successful completion of the contract</p>

SCC No	GCC Clause Ref. No (If Applicable)	Details/ Description/ Special Conditions
		<p>subject to the approval and acceptance by the owner (Solar Energy Corporation of India Limited).</p> <p>16.7 Payment on Order Instrument (POI) against PBG:</p> <p>As an alternative to submission of PBG as above, the successful bidder also has an option to submit a letter of undertaking issued by either of the following three organizations, viz. (i) Indian Renewable Development Agency Limited (IREDA) or (ii) Power Finance Corporation Limited or (iii) REC Limited. This Letter of Undertaking shall be issued as “Payment on Order Instrument” (POI), wherein the POI issuing organization undertakes to pay in all scenarios under which the PBG would be liable to be encashed by SECI within the provisions of tender. This instrument would have to be furnished as per Format-28 of the tender document, within the timelines, for the amount and validity period as per clause above. In case the successful bidder chooses to submit POI, delay in submission of the POI beyond the timeline stipulated above, will be applicable in this case too.</p> <p>The term “Performance Bank Guarantee (PBG)” occurring in the entire tender document shall be read as “e-PBG/Performance Bank Guarantee” (PBG)/Payment on Order Instrument (POI)”.</p> <p>The Performance Bank Guarantee will also be accepted in the form of Insurance Surety Bond as per Format-30 of the tender document.</p>
6.	<p align="center">Payment terms (GCC clause 17)</p>	<p align="center"><u>Add following to the existing clause’s:</u></p> <p>17. PAYMENT TERMS</p> <p>The Contractor/ Service Provider is required to submit their Contract Bills for Payment of Part-A & Part-B of Scope of Work, Section-VIII of tender document under the contract for the “Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure for 3 Years” as per Rates quoted by them and accepted</p>

SCC No	GCC Clause Ref. No (If Applicable)	Details/ Description/ Special Conditions
		<p>by SECI along with the relevant supporting documents, if any towards release of payment treating it as a mandatory requirement:</p> <p>17.1 Total Contract value comprises two components:</p> <p style="padding-left: 40px;">17.1.1 Part-A: Augmentation of existing SECI IT Infrastructure i.e. Supply, Installation & Commissioning of IT Infrastructure as per Bill of Quantity (BoQ);</p> <p style="padding-left: 40px;">17.1.2 Part-B: Comprehensive Support and Maintenance of the SECI IT Network Infrastructure for 3 Years;</p> <p>17.2 Payment for the Part-A: Augmentation of existing SECI IT Infrastructure i.e. Supply, Installation & Commissioning of IT Infrastructure as per Bill of Quantity (BoQ) on achievement of deliverable & milestones, if any shall be released to the Contractor as per the following schedule subject to verification of Invoice and certification by the Engineer-in-Charge (EIC)/ IT Division of SECI after deduction of Taxes & Duties and Liquidated Damages (LD)/ Penalty, if any:</p> <p style="padding-left: 40px;">17.2.1 80% (Eighty percent) of Part-A Total Contract Price on receipt of materials at site.</p> <p style="padding-left: 40px;">17.2.2 20% (Twenty percent) of Part-A Total Contract Price upon installation, commissioning along with installation report (Hardware Deployment Document).</p> <p>17.3 Payment for the Part-B: Comprehensive Support and Maintenance of the SECI IT Network Infrastructure for 3 Years on achievement of deliverable & milestones, if any shall be released to the Contractor as per the following schedule subject to verification of Invoice by the Engineer-in-Charge (EIC)/ IT Division of SECI after deduction of Taxes & Duties and Liquidated Damages (LD)/ Penalty, if any as per SLA:</p> <p style="padding-left: 40px;">17.3.1 Billing Cycle: Quarterly basis.</p> <p style="padding-left: 40px;">17.3.2 The payment under the contract shall be released on Quarterly basis at the end of each Quarter.</p>

SCC No	GCC Clause Ref. No (If Applicable)	Details/ Description/ Special Conditions
		<p>17.3.3 If, contractor has quoted total 03 (Three) years Part-B: Comprehensive Support and Maintenance of the SECI IT Network Infrastructure charges as INR X, then the contractor shall raise the Quarterly invoice/bill with an amount of INR X/12 during the Part-B: Comprehensive Support and Maintenance of the SECI IT Network Infrastructure period of 03 (Three) years.</p> <p>17.4 All the payments under the contract shall be released within 30 (Thirty) days from the date of submission of all supporting documents and verification by Engineer-in-Charge (EIC)/ IT Division of SECI.</p> <p>17.5 In general, payment of final bill shall be made to Contractor within 30 (Thirty) days of the submission of bill, after completion of all the obligations under the Contract against the final completion.</p> <p align="center"><u>NOTES:</u></p> <ul style="list-style-type: none"> • All payments shall be made against GST invoices to be raised by service provider as specified under the GST Act and related Rules, Notifications, etc. as notified by the Government in this regard from time to time. In the event that service provider fails to provide the invoice in the form and manner prescribed under the GST Act and Rules, Owner shall not be liable to make any payment against such invoice. • All payments to be made directly to service provider under the contract shall be made by SECI through electronic payment mechanism (e-payment). • Payment shall be made against submission of Original Invoice subject to verification & acceptance by SECI. • All the payment shall be released from Owner's Head Office, SECI, New Delhi, upon submission of Original Documents as mentioned.

SCC No	GCC Clause Ref. No (If Applicable)	Details/ Description/ Special Conditions
		<ul style="list-style-type: none"> • Bidder must quote the price in enclosed price formats (if any) only. The formats shall not be changed and/ or retyped. For any deviation to the Financial Proposal format, proposal is liable for rejection. • Any variation or change in the quantity of the work shall be paid only after the confirmation from SECI official in written. • Payment will be released through RTGS/NEFT/IMPS in the name of Bidder after statutory deductions (if any). <p>It is mandatory for all MSME bidders to get registered at “TReDS” platform in line with the details as mentioned in the tender document. SECI shall facilitate the best possible support in the on boarding of the MSME bidders at “TReDS”. All payments will be done to the MSME bidders through TReDS only. Non-registration of the MSME bidders at TReDS may lead to delay in payments to the MSME bidders.</p> <p>“TReDS” option shall only be given to the MSME vendors and any other vendor “NOT” registered as MSME with SECI, cannot avail this facility.</p>
7.	Penalty/ Liquidated Damages (LD) (GCC clause 18)	<p><u>Add following to the existing clause’s:</u></p> <p>18. <u>Penalty/ Liquidated Damages (LD)</u></p> <p>18.1 Liquidated Damages (LD) for Part-A: Augmentation of existing SECI IT Infrastructure i.e. Supply, Installation & Commissioning of IT Infrastructure as per Bill of Quantity (BoQ) of Scope of Work, Section-VIII:</p> <ul style="list-style-type: none"> i. Time is the essence of the CONTRACT. ii. In case the Contractor fails to complete the work within the stipulated period defined in the Part-A of Scope of Work, Section-VIII of tender document, then unless such failure is due to Force Majeure as defined in GCC or due to EMPLOYER's defaults, as LD a sum equal to 0.5% of the Total Contract Price (Part-A) per complete week of delay or part thereof subject to a maximum of

SCC No	GCC Clause Ref. No (If Applicable)	Details/ Description/ Special Conditions
		<p>10% of the Total Contract Price (Part-A) shall be recovered from the Contractor.</p> <p>iii. In such cases, SECI reserves the right to cancel the GeM Order/ Contract Agreement (CA) and forfeit the Contract Performance Guarantee.</p> <p>iv. LD can be recovered from any dues of the Contractor.</p> <p>18.2 Penalty for Part-B: Comprehensive Support and Maintenance of the SECI IT Network Infrastructure of Scope of Work, Section-VIII:</p> <p>i. Failure to maintain SLA as described in Part-B of Scope of Work, Section-VIII of tender document shall result in a deduction of penalty from the quarterly payment of the bidder.</p> <p>ii. If there is continuous failure to maintain the uptime below 90% for two quarters, then SECI reserves the right to withhold the Quarterly Payment and cancel the Contract. However, delay on account of the Supplier/ OEM for items under warranty, the penalty clause as mentioned above may not be applicable.</p> <p>iii. If any required document is not submitted in the 1st week of the preceding month, there will be a penalty @ INR 3,000/- for every delayed week.</p> <p>iv. In case of deployed resource absent at SECI, a penalty of Rs.1,000/- per day per personnel will be levied by SECI in addition to deducting the charges for that number of day(s) on pro-rata basis (Calculation of Charges = [monthly charges/working days] * no. of days absents).</p>
8.	Periodic Review of the Contract	<p><u>Add following to the existing clause's:</u></p> <p>19. The Engineer-in-Charge (EIC)/ IT Division of SECI reserves the discretion to conduct a periodic review of the performance of the Contract (Preferably 6 monthly) for the services being</p>

SCC No	GCC Clause Ref. No (If Applicable)	Details/ Description/ Special Conditions
	(GCC clause 19)	<p>rendered by the Contractor. Suitable improvement areas, suggestions as suggested by the Engineer-in-Charge (EIC)/ IT Division of SECI shall be incorporated/ improved upon by the contractor accordingly. Engineer-in-Charge (EIC)/ IT Division of SECI will also maintain such review record for any future references. SECI reserves the right to terminate the contract in line with the mentioned termination clause, in case the feedback of the Contractor, its services or the discipline so expected is not found satisfactory during the performance of the contract.</p>

SECTION-VII

FORMS & FORMATS

Preamble

This Section (Section - VII) of the Bidding Documents [named as Forms and Formats (FF)] provides proforma to be used by the bidders at the time of their bid preparation and by the Contractor subsequent to the award of Contract.

The Bidder shall complete, sign and submit with its bid the relevant FORMS to be used unamended, in accordance with the requirements included in the Bidding Documents.

The Bidder shall provide the EMD, if applicable in the form included hereafter acceptable to the OWNER, pursuant to the provisions in the instructions to Bidders.

The Performance Security (ies) and Bank Guarantee for Advance Payment forms if applicable should not be completed by the bidders at the time of their bid preparation. Only the successful Bidder will be required to provide the Performance Security(ies) and Bank Guarantee for Advance Payment if applicable, according to one of the forms indicated herein acceptable to the Owner and pursuant to the provisions of the General and Special Conditions of Contract, respectively.

Depending on specific facts and circumstances related to the Bid/ Tender and the contract, the text of the Forms herein may need to be modified to some extent. The OWNER reserves the right to make such modifications in conformity with such specific facts and circumstances and rectify and consequent discrepancies, if any. However, modifications, if any, to the text of the Forms that may be required in the opinion of the Bidder/ Contractor shall be effected only if the same is approved by the OWNER. The OWNER's decision in this regard shall be final and binding.

<u>LIST OF FORMS & FORMAT</u>	
Form No.	Description
Format-I	COVERING LETTER
Format-II	GENERAL PARTICULARS OF THE BIDDER
Format-III	FORMAT FOR CONTRACT PERFORMANCE BANK SECURITY
Format-IV	FORMAT FOR EARNEST MONEY DEPOSIT
Format-V	FINANCIAL PROPOSAL
Format-VI	SCHEDULE OF RATES (SOR)/PRICE BID
Format-VII	BIDDER'S EXPERIENCE/ TECHNICAL PROPOSAL
Format-VIII	FORMAT FOR TURNOVER FOR LAST 03 (THREE) FINANCIAL YEARS
Format-IX	"NO DEVIATION" CONFIRMATION
Format-X	E-BANKING MANDATE FORM
Format-XI	FORMAT FOR BOARD RESOLUTIONS
Format-XII	FORMAT FOR POWER OF ATTORNEY
Format-XIII	DECLARATION REGARDING BANNING, LIQUIDATION, COURT RECEIVERSHIP ETC.
	LIST OF BANKS
Format-27	FORMAT OF PAYMENT ON ORDER INSTRUMENT TO BE ISSUED BY IREDA/REC/PFC (IN LIEU OF BG TOWARDS EMD)
Format-28	FORMAT OF PAYMENT ON ORDER INSTRUMENT TO BE ISSUED BY IREDA/REC/PFC (IN LIEU OF BG TOWARDS PBG)
Format-29	Form of Insurance Surety Bond towards EMD
Format-30	Form of Insurance Surety Bond towards Performance Security
Format-31	FORMAT FOR CYBER SECURITY AGREEMENT
	Format for Pre-Bid Queries

Covering Letter

(The covering letter should be on the Letter Head of the Bidding Company)

Date: _____

Reference No: _____

From: _____ (Insert name and address of Bidding Company)

Tel.#: _____

Fax#: _____

E-mail address# _____

To
Solar Energy Corporation of India Limited
6th Floor, Plate-B, NBCC Office Block Tower- 2
East Kidwai Nagar, New Delhi- 110023.

Sub: Response to Bid Document ----- dated ----- Tender for the -----

Dear Sir,

We, the undersigned [*insert name of the 'Bidder'*] having read, examined and understood in detail the Bid Document hereby submit our response to Bid Document. We confirm that in response to the aforesaid Bid Document, we including have not submitted more than one response to Bid Document including this response to bid Document. We are submitting application for Bidder for at SECI.

1. We give our unconditional acceptance to the Bid Document, dated [*Insert date in dd/mm/yyyy*], issued by SECI. In token of our acceptance to the Bid Document, the same have been initialled by us and enclosed with the response to bid Document.

2. ~~Processing Fees~~
~~We have enclosed a Bid Processing Fees of INR..... (Insert Amount), in the form of NEFT/Demand Draft/ Banker's Cheque no..... (Insert UTR reference no/ reference of the DD/ Banker's Cheque) dated..... (Insert date of UTR/DD/ banker's cheque) from (Insert name of Bank providing DD/ banker's cheque) and valid up to and including in terms of Clause of this tender~~

3. **Earnest Money Deposit**
We have enclosed an Earnest Money Deposit of INR..... (Insert Amount), in the form of 'Demand Draft' or 'Banker's Cheque' or NEFT or bank guarantee no..... (Insert reference of the bank guarantee) dated..... (Insert date of bank guarantee) as per Format-IV from (Insert name of Bank providing BG) and valid up to and including in terms of Clause of this tender.
4. We have submitted our response strictly as per (Forms & Formats) of this Bid, without any deviations, conditions and without mentioning any assumptions or notes in the said Formats.
5. We hereby unconditionally and irrevocably agree and accept that the decision made by SECI in respect of any matter regarding or arising out of the bid Document shall be binding on us. We hereby expressly waive and withdraw any deviations and all claims in respect of this process.
6. **Familiarity with Relevant Indian Laws & Regulations:**
We confirm that we have studied the provisions of the relevant Indian laws and regulations as required to enable us to submit this response to Bid Document, in the event of our selection as Successful Bidder.
7. We are enclosing herewith our response to the bid Document with formats duly signed as desired by you in the Bid Document for your consideration.
8. It is confirmed that our response to the Bid Document is consistent with all the requirements of submission as stated in the Bid Document and subsequent communications from SECI.
9. The information submitted in our response to the Bid Document is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our response to the Bid Document.
10. We hereby declare that our company has not been debarred / black listed by any Central/State Govt. Ministry or Department/Public Sector company/Government autonomous body.
11. We confirm that all the terms and conditions of our Bid are valid for acceptance for a period of one hundred eighty (180) days from the date of opening of limited tender or as per the published bid document.
12. **Contact Person:**
Details of the representative to be contacted by SECI are furnished as under:
Name :
Designation :
Company :

Address :
Phone Nos. :
Mobile Nos. :
Fax Nos. :
E-mail Address :

13. We have neither made any statement nor provided any information in this Bid, which to the best of our knowledge is materially inaccurate or misleading. Further, all the confirmations, declarations and representations made in our Bid are true and accurate. In case this is found to be incorrect after our selection as Successful Bidder, we agree that the same would be treated as a Service Provider's event of default.

Dated the _____ day of _____, 20.....

Thanking you,

Yours faithfully,

(Name, Designation and Signature of Authorized Person)

GENERAL PARTICULARS OF THE BIDDER

Name of the Consulting Bidder/Firm (Bidder)	
Registered Office Address	
Address of the Bidder	
E-mail	
Web site	
Authorized Contact Person(s) with name, designation Address and Mobile Phone No., E-mail address/ Fax No. to whom all references shall be made	
Year of Incorporation	
Have the Bidder/Company ever been debarred By any Govt. Dept. / Undertaking for undertaking any work.	
Bank Details (Name, Account No, IFSC Code)	
PAN No	
Whether the bidder/company is having any conflict of interest from participating in the proposed empanelment	Yes No
GST ID (Proof to be submitted – GST No acknowledgement OR Email from GoI)	
GSTN Address	

(Signature of Authorized Signatory)

FORMAT FOR CONTRACT PERFORMANCE BANK SECURITY

(To be stamped in accordance with Stamp Act, the Non-Judicial Stamp Paper of Appropriate Value should be in the name of the issuing Bank)

Bank Guarantee No.:

Date:

WO/ Contract No.....

..... *[Name of Contract]*

To:

Solar Energy Corporation of India Limited
(A Government of India Enterprise)
6th Floor, Plate-B, NBCC Office Block Tower- 2,
East Kidwai Nagar, New Delhi- 110023

Dear Sir / Madam,

We refer to the Contract ("the Contract") signed on*(insert date of the Contract)* between you and M/s *(Name of Vendor)*,

(or)

vide notification of award issued on *(insert date of the notification of award)* by you to M/s *(Name of Vendor)* having its Principal place of business at *(Address of Vendor)* and Registered Office at *(Registered address of Vendor)* ("the Vendor") concerning *(Indicate brief scope of work)* for the complete execution of the *(insert name of Package along with name of the Project)*

By this Bank Guarantee, we, the undersigned, *(insert name & address of the issuing bank)*, a Bank (which expression shall include its successors, administrators, executors and assigns) organized under the laws of and having its Registered/ Head Office at *(insert address of registered office of the bank)* do hereby irrevocably guarantee payment to you up to*(insert amount of PBG in figures & words)*, upto and inclusive of *(dd/mm/yy)*.

We undertake to make payment under this Bank Guarantee upon receipt by us of your first written demand signed by your duly authorized officer or authorized officer of the Owner declaring the Vendor to be in default under the Contract and without cavil or argument any sum or sums within the above-named limits, without your need to prove or show grounds or reasons for your demand and without the right of the Vendor to dispute or question such demand.

Our liability under this Bank Guarantee shall be to pay to you whichever is the lesser of the sum so requested or the amount then guaranteed hereunder in respect of any demand duly made hereunder prior to expiry of the Bank Guarantee, without being entitled to inquire whether or not this payment is lawfully demanded.

This Bank Guarantee shall remain in full force and shall be valid from the date of issuance up to and inclusive of (dd/mm/yy) and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s Solar Energy Corporation of India Limited on whose behalf this Bank Guarantee has been given.

Except for the documents herein specified, no other documents or other action shall be required, notwithstanding any applicable law or regulation.

Our liability under this Bank Guarantee shall become null and void immediately upon its expiry, whether it is returned or not, and no claim may be made hereunder after such expiry or after the aggregate of the sums paid by us to you shall equal the sums guaranteed hereunder, whichever is the earlier.

All notices to be given under shall be given by registered (airmail) posts to the addressee at the address herein set out or as otherwise advised by and between the parties hereto.

We hereby agree that any part of the Contract may be amended, renewed, extended, modified, compromised, released or discharged by mutual agreement between you and the Bidder, and this security may be exchanged or surrendered without in any way impairing or affecting our liabilities hereunder without notices to us and without the necessity for any additional endorsement, consent or guarantee by us, provided, however, that the sum guaranteed shall not be increased or decreased.

No action, event or condition which by any applicable law should operate to discharge us from liability hereunder shall have any effect and we hereby waive any right we may have to apply such law so that in all respects our liability hereunder shall be irrevocable and, except as stated herein, unconditional in all respects.

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed _____ (value in figures) _____ [_____ (value in words) _____].

2. This Bank Guarantee shall be valid upto _____ (*validity date*) _____.
3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before _____ (*validity date*) _____.”

For and on behalf of the Bank
[*Signature of the authorised signatory(ies)*]

Signature _____
Name _____
Designation _____
POA Number _____
Contact Number(s): Tel. _____ Mobile _____
Fax Number _____
email _____
Common Seal of the Bank _____

Witness:

Signature _____
Name _____
Address _____
Contact Number(s): Tel. _____ Mobile _____
email _____

Note:

1. For the purpose of executing the Bank Guarantee, the non-judicial stamp papers of appropriate value shall be purchased in the name of Bank who issues the ‘Bank Guarantee’.
2. The Bank Guarantee shall be signed on all the pages by the Bank Authorities indicating their POA nos. and should invariably be witnessed.
3. The Bank Guarantee should be in accordance with the proforma as provided. However, in case the issuing bank insists for additional paragraph regarding applicability of ICC publication No: 758, the following may be added at the end of the proforma of the Bank Guarantee [*i.e., end paragraph of the Bank Guarantee preceding the signature(s) of the issuing authority(ies) of the Bank Guarantee*]:

“This Guarantee is subject to Uniform Rules for Demand Guarantee, ICC publication No. 758 except that article 15(a) is hereby excluded.”

FORMAT FOR EARNEST MONEY DEPOSIT

(To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.)

Ref. _____
Bank Guarantee No. _____ ; Date: _____

In consideration of the -----[Insert name of the Bidder] (hereinafter referred to as 'Bidder') submitting the response to NIT inter alia for selection of the Project in response to the NIT No. _____ dated ____ issued by Solar Energy Corporation of India Limited (hereinafter referred to as SECI) and SECI considering such response to the NIT of[insert the name of the Bidder] as per the terms of the NIT, the _____ [insert name & address of bank] hereby agrees unequivocally, irrevocably and unconditionally to pay to SECI at [Insert Name of the Place from the address of SECI] forthwith on demand in writing from SECI or any Officer authorized by it in this behalf, any amount upto and not exceeding Rupees -----[Insert amount]only, on behalf of M/s. _____ [Insert name of the Bidder] .

This guarantee shall be valid and binding on this Bank up to and including _____ [insert date of validity in accordance with NIT] and shall not be terminable by notice or any change in the constitution of the Bank or the term of contract or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, or agreed with or without our knowledge or consent, by or between parties to the respective agreement.

Our liability under this Guarantee is restricted to Rs. _____ (Rs. _____ only). Our Guarantee shall remain in force until _____ [insert date of validity in accordance with NIT]. SECI shall be entitled to invoke this Guarantee till _____ [Insert date which is 30 days after the date in the preceding sentence].

The Guarantor Bank hereby agrees and acknowledges that the SECI shall have a right to invoke this BANK GUARANTEE in part or in full, as it may deem fit. The Guarantor Bank hereby expressly agrees that it shall not require any proof in addition to the written demand by SECI, made in any format, raised at the above-mentioned address of the Guarantor Bank, in order to make the said payment to SECI.

The Guarantor Bank shall make payment hereunder on first demand without restriction or conditions and notwithstanding any objection by ----- [Insert name of the Bidder] and/or any other person. The Guarantor Bank shall not require SECI to justify the invocation of this BANK GUARANTEE, nor shall the Guarantor Bank have any recourse against SECI in respect of any payment made hereunder.

This BANK GUARANTEE shall be interpreted in accordance with the laws of India and the courts at Delhi shall have exclusive jurisdiction. The Guarantor Bank represents that this BANK GUARANTEE has been established in such form and with such content that it is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

This BANK GUARANTEE shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank. This BANK GUARANTEE shall be a primary obligation of the Guarantor Bank and accordingly SECI shall not be obliged before enforcing this BANK GUARANTEE to take any action in any court or arbitral proceedings against the Bidder, to make any claim against or any demand on the Bidder or to give any notice to the Bidder or to enforce any security held by SECI or to exercise, levy or enforce any distress, diligence or other process against the Bidder.

Notwithstanding anything contained hereinabove, our liability under this Guarantee is restricted to Rs. _____ (Rs. _____ only) and it shall remain in force until _____ [Date to be inserted on the basis of this NIT] with an additional claim period of thirty (30) days thereafter. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if SECI serves upon us a written claim or demand.

Signature _____

Name _____

Power of Attorney No. _____

For _____ [Insert Name of the Bank] _____

Banker's Stamp and Full Address.

Dated this _____ day of _____, 20____

Bank Contact Details & E Mail ID is to be provided

FINANCIAL PROPOSAL
(On Bidder's letter head)

Bid/NIT .No. _____

Date:

From: _____ (Insert name and address of Company/Bidder)

Tel.#: _____

Fax#: _____

E-mail address# _____

To:

Solar Energy Corporation of India Limited

6th Floor, Plate-B, NBCC Office Block Tower- 2

East Kidwai Nagar, New Delhi- 110023

Sub: Response to Bid/NIT no. _____ dated _____ for: **Tender for the** _____

Dear Sir/ Madam,

I/ We, _____ (Insert Name of the Company/Bidder) enclose herewith the Financial Proposal for selection of my/our firm/Vendor/Agency for _____.

I/ We agree that this offer shall remain valid for a period of 180 (One Hundred and Eighty) days from the due date of submission of the response to this document.

Dated the _____ day of _____, 20....

Thanking you,
We remain,
Yours faithfully

Name
Designation

Seal and Signature of Authorized Person

**SCHEDULE OF RATES (SOR)/PRICE BID
(On Bidder's letter head)**

SCHEDULE OF RATES (SOR)/PRICE BID

**Tender for the Augmentation & Comprehensive Support & Maintenance of SECI
IT Network Infrastructure for 3 Years**

**THE SCHEDULE OF RATES (SOR)/PRICE BID FORMAT HAS BEEN
ATTACHED WITH THE TENDER DOCUMENT FOR REFERENCE.**

NOTE

- a) **The bidder has to quote Total Evaluated Bid Value (TEBV) only on GeM portal <https://www.gem.gov.in> and Submit Excel Sheet/ Financial Document indicating price break up as per Format-VI: Schedule of Rates (SOR)/Price Bid along with Financial Bid in the prescribed price bid format only on the GeM Portal.**
- b) The bidder has to quote in the prescribed price bid format only. Quoting in any other manner will summarily be liable for rejection.
- c) Tender with over written or erased, illegible rate or rates not shown in figures and words will be liable for rejection.
- d) The offer should be valid for a period of 180 days from the date of opening of tender, failing which the Limited tender will be liable for rejection.
- e) All Goods & Service Tax (GST) components [applicable for both Centre and state] payable by the Contractor under the Contract, or for any other cause, shall be mentioned as per the Price bid format mentioned.
- f) **Prices quoted by the Bidder, shall remain FIRM and Fixed and valid until completion of the Contract and will not be subject to variation on any account. Bidder shall quote Service charge for all the work as per the Scope of work and Specifications as defined under this document.**
- g) In case of any variation (positive/ negative) in existing rates of taxes/ duties/ levies or a new tax/ duty/ levy is introduced or any existing tax/ duty/ levy is abolished or application of any Tax in the course of the performance of this Contract, which will/ may impact the overall pricing in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to factor any such change by addition to the Contract Price or deduction therefrom, as the case may be. All these

adjustments would be carried out by considering the base price of taxes equivalent to the amount mentioned under taxes and duties column of the price bid format.

- h) Payment will be made as mentioned in the payment terms.
- i) Variation in taxes, duties, levies etc. after award of job but within the Time schedule as mentioned in Limited Tender shall be to the account of SECI. Any variation in taxes, duties, levies etc. beyond Time schedule shall be to BIDDER's account. In case of statutory variation in GST during currency of the Contract, the Contractor shall submit a copy of the 'Government Notification' to evidence the rate as applicable on the date of submission of Bid and on the date of revision. Claim for payment of GST / Statutory variation in GST, should be raised within two [02] months from the date of issue of 'Government Notification' for payment of differential (in %) GST, otherwise claim in respect of above shall not be entertained for payment of arrears.
- j) Bidder confirms that he has noted the contents of the Preamble to the Schedule of Rates, Schedule of Rate, Bid Document and quoted his Prices accordingly without any deviation.

BIDDER'S EXPERIENCE
(Please fill all the information)

Ref.No. _____

Date: _____

From: _____ (Insert name and address of Bidding Company)

Tel.#: _____

Fax#: _____

E-mail address# _____

To
Solar Energy Corporation of India Limited
6th Floor, Plate-B, NBCC Office Block Tower- 2
East Kidwai Nagar, New Delhi- 110023

Sub: Bid for Tender for the _____

Dear Sir / Madam,

S No	Description of the Services	LOA /WO No. and date	Full Postal Address & phone nos. of Client. Name, designation and address of Engineer/ Officer-in-Charge (for cases other than purchase)	Value of Contract/Order (Specify Currency Amount)	Date of Commencement of Services	Scheduled Completion Time (Months)	Date of Actual Completion	Reasons for delay in execution, if any
(1)	(2)	(3)	(5)	(6)	(7)	(8)	(9)	(10)

Place:

[Signature of Authorized Signatory of Bidder]

Date:

Name:

Designation:

Seal

Note:

Prospective Bidders are requested to submit the necessary Documentary evidence including WO/Completion Certificate/ Performance Certificate with Details of work orders indicating scope of assignment, name of client(s), value of assignment, date & year of award etc, along with relevant copies of contract/ work orders and Commissioning Certificates, if applicable.

Format for Financial Capability of Bidder
(To be submitted on the Letter Head of the Chartered Accountant)

ANNUAL TURNOVER OF LAST 3 YEARS:

S No	Financial Year	Turnover	Remarks
1	2021-22		
2	2022-23		
3	2023-24		

In addition to the above, the Bidder has to submit the following documents /information:

- i) Copy of audited balance sheet(s) for last 3 Financial Years ending on 31st March 2023.
- ii) In case where audited results for the last preceding financial year are not available, certification of financial statements from a practicing Chartered Accountant shall also be considered acceptable, provided the Bidder provides the detailed Financial Statements certified by the Management of the company.

Date:

Signature of Chartered

Seal and Signature of Bidder

Accountant with Seal

UDIN:

"NO DEVIATION" CONFIRMATION

To,

M/s SOLAR ENERGY COPRORATION OF INDIA LIMITED

SUB: Bid for **Tender for the** _____
_____.

DOCUMENT NO:

Dear Sir,

We understand that any 'deviation / exception' in any form may result in rejection of Bid. We, therefore, certify that we have not taken any 'exception / deviation' anywhere in the Bid and we agree that if any 'deviation / exception' is mentioned or noticed, our Bid may be rejected.

Place: [Signature of Authorized Signatory of Bidder]
Date: Name:
Designation:
Seal:

E-Banking Mandate Form
(To be issued on Bidder letter head)

1. Bidder/ Service Provider/Vendor/customer Name:
2. Bidder/ Service Provider/Vendor/customer Code:
3. Bidder/ Service Provider/Vendor/customer Address:
4. Bidder/ Service Provider/Vendor/customer e-mail id:
5. Particulars of bank account
 - a) Name of Bank
 - b) Name of branch
 - c) Branch code:
 - d) Address:
 - e) Telephone number:
 - f) Type of account (current/saving etc.)
 - g) Account Number:
 - h) RTGS IFSC code of the bank branch
 - i) NEFT IFSC code of the bank branch
 - j) 9 digit MICR code

I/We hereby authorize Limited to release any amount due to me/us in the bank account as mentioned above. I/We hereby declare that the particulars given above are correct and complete. If the transaction is delayed or lost because of incomplete or incorrect information, we would not hold the SECI responsible.

(Signature of Bidder/ Service Provider/Vendor/customer)

FORMAT FOR BOARD RESOLUTIONS

(To be submitted on the Letter Head of the Bidding Company)

The Board, after discussion, at the duly convened Meeting on [Insert date], with the consent of all the Directors present and in compliance of the provisions of the Companies Act, 1956 or Companies Act 2013, as applicable, passed the following Resolution:

1. RESOLVED THAT Mr./Ms....., be and is hereby authorized to do on our behalf, all such acts, deeds and things necessary in connection with or incidental to our response to the “**Tender for the** _____” including signing and submission of all documents and providing information/ response to bid of Solar Energy Corporation of India Limited (SECI), representing us in all matters before SECI, and generally dealing with SECI in all matters in connection with our bid for the said Project.

Certified True Copy

Signature:

Name:

DIR/Member Ship No:

Stamp of Director/Company Secretary:

Notes:

- 1) This certified true copy should be submitted on the letterhead of the Company, signed by the Company Secretary/ Director.
- 2) The contents of the format may be suitably re-worded indicating the identity of the entity passing the resolution.
- 3) This format may be modified only to the limited extent required to comply with the local regulations and laws applicable to a foreign entity submitting this resolution. For example, reference to Companies Act, 1956 or Companies Act, 2013 as applicable may be suitably modified to refer to the law applicable to the entity submitting the resolution. However, in such case, the foreign entity shall submit an unqualified opinion issued by the legal counsel of such foreign entity, stating that the Board resolutions follow the applicable laws of the respective jurisdictions of the issuing Company and the authorizations granted therein are true and valid.

POWER OF ATTORNEY

(To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.)

Power of Attorney to be provided by the Bidding Company in favour of its representative as evidence of authorized signatory's authority.

Know all men by these presents, We
(name and address of the registered office of the Bidding Company as applicable) do hereby constitute, appoint and authorize Mr./Ms. (name & residential address) who is presently employed with us and holding the position of as our true and lawful attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to submission of our Bid in response to the NIT No dated issued by **Solar Energy Corporation of India Limited (SECI), New Delhi** including signing and submission of the Bid and all other documents related to the Bid, including but not limited to undertakings, letters, certificates, acceptances, clarifications, guarantees or any other document which the SECI may require us to submit. The aforesaid Attorney is further authorized for making representations to the Solar Energy Corporation of India Limited, New Delhi and providing information / responses to SECI, New Delhi representing us in all matters before SECI, New Delhi and generally dealing with SECI, New Delhi in all matters in connection with Bid till the completion of the bidding process as per the terms of the above-mentioned NIT.

We hereby agree to ratify all acts, deeds and things done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall be binding on us and shall always be deemed to have been done by us.

All the terms used herein but not defined shall have the meaning ascribed to such terms under the NIT.

Signed by the within named

..... **(Insert the name of the executant company)**

through the hand of Mr.duly authorized by the Board to issue such Power of Attorney

Dated this day of

Accepted

Signature of Attorney

(Name, designation and address of the Attorney)

Attested

.....

(Signature of the executant)

(Name, designation and address of the executant)

.....

Signature and stamp of Notary of the place of execution

Common seal of has been affixed in my/our presence pursuant to Board of Director's Resolution dated.....

WITNESS

1.

(Signature)

Name.....

Designation

2.

(Signature)

Name.....

Designation

Notes:

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 the same should be under common seal of the executant affixed in accordance with the applicable procedure. Further, the person whose signatures are to be provided on the power of attorney shall be duly authorized by the executant(s) in this regard.

The person authorized under this Power of Attorney, in the case of the Bidding Company / Lead Member being a public company, or a private company which is a subsidiary of a public company, in terms of the Companies Act, 1956, with a paid-up share capital of more than Rupees Five crores, should be the Managing Director / whole time director/manager appointed under section 269 of the Companies Act, 1956. In all other cases the person authorized should be a director duly authorized by a board resolution duly passed by the Company.

Also, wherever required, the executant(s) should submit for verification the extract of the chartered documents and documents such as a Board resolution / power of attorney, in favour of the person executing this power of attorney for delegation of power hereunder on behalf of the executant(s).

DECLARATION REGARDING BANNING, LIQUIDATION, COURT RECEIVERSHIP ETC.

(To be submitted on the Letter Head of the Bidding Company)

To,

M/s SOLAR ENERGY COPORATION OF INDIA LIMITED

Bid No:

Date:

Sub: Bid for “Tender for the _____”.

Dear Sir / Madam,

We hereby confirm that we are not on Banning List by Owner or Public Sector Project Management due to “poor performance” or “corrupt and fraudulent practices” or any other reason or banned by Government department/ Public Sector on due date of submission of bid.

Further, we confirm that neither we nor our allied agency/(ies) (as defined in the Procedure for Action in case of Corrupt/ Fraudulent/ Collusive/ Coercive Practices) are on banning list of Owner or the Ministry of New & Renewable Energy.

We also confirm that we are not under any liquidation, court receivership or similar proceedings or 'bankruptcy'.

In case it comes to the notice of Owner that we have given wrong declaration in this regard, the same shall be dealt as ‘fraudulent practices’ and action shall be initiated as per the Procedure for action in case of Corrupt/ Fraudulent/ Collusive/ Coercive Practices.

Further, we also confirm that in case there is any change in status of the declaration prior to award of contract, the same will be promptly informed to Owner by us.

Place: [Signature of Authorized Signatory of Bidder]

Date: Name:

Designation:

Seal:

List of Banks

1. SCHEDULED COMMERCIAL BANKS	2. OTHER PUBLIC SECTOR BANKS
SBI AND ASSOCIATES	1. IDBI Bank Ltd.
1. State Bank of India	3. FOREIGN BANKS
2. State Bank of Indore	1. Bank of America NA
	2. Bank of Tokyo Mitsubishi UFJ Ltd.
	3. BNP Paribas
	4. Calyon Bank
	5. Citi Bank N.A.
	6. Deutsche Bank A.G
NATIONALISED BANKS	7. The HongKong and Shanghai Banking Corpn. Ltd.
1. Allahabad Bank	8. Standard Chartered Bank
2. Andhra Bank	9. Societe Generale
3. Bank of India	10. Barclays Bank
4. Bank of Maharashtra	11. Royal Bank of Scotland
5. Canara Bank	12. Bank of Nova Scotia
6. Central Bank of India	13. Development Bank of Singapore (DBS, Bank Ltd.)
7. Corporation Bank	14. Credit Agricole Corporate and Investment Bank
8. Dena Bank	4. SCHEDULED PRIVATE BANKS
9. Indian Bank	1. Federal Bank Ltd.
10. Indian Overseas Bank	2. ING Vysya Bank Ltd.
11. Oriental Bank of Commerce	3. Axis Bank Ltd.
12. Punjab National Bank	4. ICICI Bank Ltd.
13. Punjab & Sind Bank	5. HDFC Bank Ltd.
14. Syndicate Bank	6. Yes Bank Ltd.
15. Union Bank of India	7. Kotak Mahindra Bank
16. United Bank of India	8. IndusInd Bank Ltd
17. UCO Bank	9. Karur Vysya Bank
18. Vijaya Bank	10. IDFC
19. Bank of Baroda	11. RBL
	12. South Indian Bank

The Performance Security issued by any Scheduled Commercial Banks as per RBI shall be acceptable.

FORMAT OF PAYMENT ON ORDER INSTRUMENT TO BE ISSUED BY IREDA/REC/PFC (IN LIEU OF BG TOWARDS EMD)

No. _____ Date _____
SECI, _____ Registered
_____,

Reg: M/s _____ (insert name of the Bidder) – Issuance of Payment on Order Instrument for an amount of Rs. _____

Dear Sir,

1. It is to be noted that M/s _____ (insert name of the POI issuing Agency) ('IREDA/REC/PFC') has sanctioned a non-fund based limit loan of Rs. _____ (Rupees _____ only) to M/s _____ under the Loan Agreement executed on _____ to execute Renewable Energy Projects.
2. At the request of M/s _____, on behalf of _____ (insert name of the Bidder), this Payment on Order Instrument (POI) for an amount of Rs. _____ (Rupees _____ (in words)). This Payment on Order Instrument comes into force immediately.
3. In consideration of the _____ [Insert name of the Bidder] (hereinafter referred to as 'Bidder') submitting the response to tender document for **Tender for the _____** _____ have bid for the _____ capacity for the said tender in response to the Tender No. _____ dated _____ issued by Solar Energy Corporation of India Limited (hereinafter referred to as SECI) and SECI considering such response to the Tender of [Insert the name of the Bidder] as per the terms of the Tender, the _____ [Insert name & address of IREDA/PFC/REC] hereby agrees unequivocally, irrevocably and unconditionally to pay to SECI at [Insert Name of the Place from the address of SECI] forthwith without demur on demand in writing from SECI or any Officer authorized by it in this behalf, any amount upto and not exceeding Rupees _____ [Insert EMD amount as per the package capacity quoted in line with the tender document], only, on behalf of M/s _____ [Insert name of the Bidder].
4. In consideration of the above facts, IREDA/REC/PFC, having its registered office at _____, agrees to make payment for the sum of Rs. _____ lakhs (in words.....) to SECI on the following conditions: -

- a) IREDA/REC/PFC agrees to make payment of the above said amount unconditionally, without demur and without protest within a period of _____ days of receipt of request from SECI within the validity period of this letter as specified herein;
 - b) The commitment of IREDA/REC/PFC, under this Payment of Order Instrument will have the same effect as that of the commitment under the Bank Guarantee issued by any Public Sector Bank and shall be enforceable in the same manner as in the case of a Bank Guarantee issued by a Bank and the same shall be irrevocable and shall be honored irrespective of any agreement or its breach between IREDA/REC/PFC or its constituents notwithstanding any dispute that may be raised by the against SECI;
 - c) The liability of IREDA/REC/PFC continues to be valid and binding on IREDA/REC/PFC and shall not be terminated, impaired and discharged, by virtue of change in its constitution and specific liability under letter of undertaking shall be binding on its successors or assignors;
 - d) The liability of IREDA/REC/PFC shall continue to be valid and binding on IREDA/REC/PFC and shall not be terminated/ impaired/ discharged by any extension of time or variation and alternation made given or agreed with or without knowledge or consent of the parties (SECI and Bidding Party), subject to the however to the maximum extent of amount stated herein and IREDA/REC/PFC is not liable to any interest or costs etc;
 - e) This Payment of Order Instrument can be invoked either partially or fully, till the date of validity;
 - f) IREDA/REC/PFC agrees that it shall not require any proof in addition to the written demand by SECI made in any format within the validity period. IREDA/REC/PFC shall not require SECI to justify the invocation of the POI against the bidder, to make any claim against or any demand against the bidder or to give any notice to the bidder;
 - g) The POI shall be the primary obligation of IREDA/REC/PFC and SECI shall not be obliged before enforcing the POI to take any action in any court or arbitral proceedings against the bidder;
 - h) Neither SECI is required to justify the invocation of this POI nor shall IREDA/REC/PFC have any recourse against SECI in respect of the payment made under letter of undertaking;
5. Notwithstanding anything contrary contained anywhere in this POI or in any other documents, this POI is and shall remain valid upto _____ and IREDA/REC/PFC shall make payment thereunder only if a written demand or request is

raised within the said date and to the maximum extent of Rs. and IREDA/REC/PFC shall in no case, be liable for any interest, costs, charges and expenses and IREDA's/REC's/PFC's liability in no case will exceed more than the above amount stipulated.

6. In pursuance of the above, IREDA/REC/PFC and SECI have signed an Umbrella Agreement dated ____ setting out the terms and conditions for issue of letter of undertaking by IREDA/REC/PFC to SECI and the said terms and conditions shall be read as a part of this letter of undertaking issued for the project of the project of PP mentioned above.

Thanking you,

Yours faithfully
For and on behalf of

M/s. _____
(Name of the POI issuing agency).

()
General Manager (TS)

Copy to:-

M/s. __PP _____

_____ As per their request

()
General Manager (TS)

FORMAT OF PAYMENT ON ORDER INSTRUMENT TO BE ISSUED BY IREDA/REC/PFC (IN LIEU OF PBG)

No. _____ Date _____
SECI, _____ Registered _____

Reg: M/s _____ (insert name of the Bidder) (Tender No. _____ (insert project ID issued by SECI) – Issuance of Payment on Order Instrument for an amount of Rs. _____

Dear Sir,

1. It is to be noted that M/s _____ (insert name of the POI issuing Agency) ('IREDA/REC/PFC') has sanctioned a non-fund based limit loan of Rs. _____ (Rupees _____ only) to M/s _____ under the Loan Agreement executed on _____ to execute Renewable Energy Projects.
2. At the request of M/s _____, on behalf of _____ (insert name of the Bidder), this Payment on Order Instrument (POI) for an amount of Rs. _____ (Rupees _____ (in words)). This Payment on Order Instrument comes into force immediately.
3. In consideration of the _____ [Insert name of the Bidder] (hereinafter referred to as successful Bidder) submitting the response to **Tender for the _____** _____ have bid for the _____ capacity for the said tender in response to the Tender No. _____ dated _____ issued by Solar Energy Corporation of India Limited (hereinafter referred to as SECI) and SECI considering such response to the Tender of[insert the name of the successful bidder] (which expression shall unless repugnant to the context or meaning thereof include its executors, administrators, successors and assignees) and issuing Letter of Award No _____ to (Insert Name of successful bidder) as per terms of Tender and the same having been accepted by the selected successful bidder for execution of supply [from successful bidder, M/s _____]. As per the terms of the Tender, the _____ [insert name & address of IREDA/PFC/REC] hereby agrees unequivocally, irrevocably and unconditionally to pay to SECI at [Insert Name of the Place from the address of the SECI] forthwith on demand in writing from SECI or any Officer authorized by it in this behalf, any amount up to and not exceeding Rupees----- [Total Value] only, on behalf of M/s _____ [Insert name of the successful bidder].

4. In consideration of the above facts, IREDA/REC/PFC, having its registered office at _____, agrees to make payment for the sum of Rs. _____ lakhs (in words.....) to SECI on the following conditions:-

- a) IREDA/REC/PFC agrees to make payment of the above said amount unconditionally, without demur and without protest within a period of _____ days of receipt of request from SECI within the validity period of this letter as specified herein;
- b) The commitment of IREDA/REC/PFC, under this Payment of Order Instrument will have the same effect as that of the commitment under the Bank Guarantee issued by any Public Sector Bank and shall be enforceable in the same manner as in the case of a Bank Guarantee issued by a Bank and the same shall be irrevocable and shall be honored irrespective of any agreement or its breach between IREDA/REC/PFC or its constituents notwithstanding any dispute that may be raised by the against SECI;
- c) The liability of IREDA/REC/PFC continues to be valid and binding on IREDA/REC/PFC and shall not be terminated, impaired and discharged, by virtue of change in its constitution and specific liability under letter of undertaking shall be binding on its successors or assignors;
- d) The liability of IREDA/REC/PFC shall continue to be valid and binding on IREDA/REC/PFC and shall not be terminated/ impaired/ discharged by any extension of time or variation and alternation made given or agreed with or without knowledge or consent of the parties (SECI and Bidding Party), subject to the however to the maximum extent of amount stated herein and IREDA/REC/PFC is not liable to any interest or costs etc;
- e) This Payment of Order Instrument can be invoked either partially or fully, till the date of validity;
- f) IREDA/REC/PFC agrees that it shall not require any proof in addition to the written demand by SECI made in any format within the validity period. IREDA/REC/PFC shall not require SECI to justify the invocation of the POI against the successful bidder, to make any claim against or any demand against the successful bidder or to give any notice to the successful bidder;
- g) The POI shall be the primary obligation of IREDA/REC/PFC and SECI shall not be obliged before enforcing the POI to take any action in any court or arbitral proceedings against the successful bidder;
- h) Neither SECI is required to justify the invocation of this POI nor shall IREDA/REC/PFC have any recourse against SECI in respect of the payment made under letter of undertaking;

5. Notwithstanding anything contrary contained anywhere in this POI or in any other documents, this POI is and shall remain valid upto _____ and IREDA/REC/PFC shall make payment thereunder only if a written demand or request is raised within the said date and to the maximum extent of Rs.....and IREDA/REC/PFC shall in no case, be liable for any interest, costs, charges and expenses and IREDA's/REC's/PFC's liability in no case will exceed more than the above amount stipulated.
6. In pursuance of the above, IREDA/REC/PFC and SECI have signed an Umbrella Agreement dated ____ setting out the terms and conditions for issue of letter of undertaking by IREDA/REC/PFC to SECI and the said terms and conditions shall be read as a part of this letter of undertaking issued for the project of the project of PP mentioned above.

Thanking you,

Yours faithfully
For and on behalf of

M/s. _____
(Name of the POI issuing agency).

()
General Manager (TS)

Copy to:-

M/s. __ PP _____

_____ As per their request

()
General Manager (TS)

Format-29

Form of Insurance Surety Bond towards EMD

(To be stamped in accordance with Stamp Act of India)

Insurance Surety Bond No.:

Date:

To
{Owner's Name
And
Address}

Dear Sirs,

In accordance with Invitation for Bids under your Bid Document No. {**Tender Reference No.**}, M/s {**Supplier's Name**} having its Registered/Head Office at {**address**} (hereinafter called the 'Supplier') wish to participate in the said bid for {**Tender Title**}.

As an irrevocable Insurance Surety Bond against Bid Security for an amount of(*)..... valid for days from(**) required to be submitted by the Supplier as a condition precedent for participation in the said bid which amount is liable to be forfeited on the happening of any contingencies as mentioned under the Bidding Documents.

We, the {**Name of the Insurer**} having our Head Office at {**address of the Insurer**} guarantee and undertake to pay immediately on demand by SECI (hereinafter called 'Owner') the amount of(*)..... without any reservation, protest, demand and recourse. Any such demand made by the 'Owner' shall be conclusive and binding on us irrespective of any dispute or difference raised by the Supplier and/or any right/remedy available to the supplier in terms thereof.

This Insurance Surety Bond shall be unconditional as well as irrevocable and shall remain valid upto.....(@) If any further extension of this Insurance Surety Bond is required, the same shall be extended to such required period (not exceeding one year) on receiving instructions from M/s {**Supplier's Name**} on whose behalf this Insurance Surety Bond is issued.

In witness where of the Insurer, through its authorised officer, has set its hand and stamp on this day of 20..... at

.....
(Signature)

.....
(Name)

.....
(Designation with Insurer Stamp)

Authorised Vide Power of Attorney PoA No.....
Date.....

NOTE:

1. (*) The amount shall be as specified in the SPC.
(**) This shall be the last date of bid submission deadline.
(@) This date shall be thirty (30) days after the last date for which the bid is valid.
2. The Insurance Surety Bond shall be from an Insurer as per guidelines issued by Insurance Regulatory and Development Authority of India (IRDAI) as amended from time to time.
3. The Owner shall be the Creditor, the Supplier shall be the Principal debtor and the Insurance company/Insurer shall be the Surety in respect of the Insurance Surety Bond to be issued by the Insurer.
4. The Insurance Surety Bond should be on Non-Judicial stamp paper/e-stamp paper of appropriate value as per Stamp Act prevailing in the state(s) where the Insurance Surety Bond is submitted or is to be acted upon or the rate prevailing in State where the Insurance Surety Bond is executed, whichever is higher. The Stamp Paper/estamp paper shall be purchased in the name of Supplier/Insurer issuing the Insurance Surety Bond.
5. While getting the Insurance Surety Bond issued, Suppliers are required to ensure compliance to the points mentioned in Form of Bank Guarantee/Insurance Surety Bond Verification Check List enclosed in this Section of Bidding Documents. Further, Suppliers are required to fill up this Form and enclose the same with the Insurance Surety Bond.

FORM OF EXTENSION OF BANK GUARANTEE/INSURANCE SURETY BOND

(On Non-judicial stamp paper of same value on which original BG was executed)

Ref. No.:

Date:

To,
Solar Energy Corporation of India Limited,

.....
.....
.....
.....

Dear Sirs,

Subject: Extension of Bank Guarantee No. dated for
..... [indicate value of bank guarantee]
..... favouring
yourselves expiring on on account of M/s
..... (Name of Supplier).....in respect of
Contract for
..... (Insert Package name) , Guarantee) (hereinafter
called original Bank Guarantee)

At the request of M/s we Bank branch office at and
having its Head Office at do hereby extend our liability under the
above mentioned Guarantee No. dated for further period of
..... year/months from to expire a on
Except as provided above, all other terms and conditions of original Bank Guarantee No.
..... dated shall remain unaltered and binding.

Please treat this as an integral part of the original guarantee to which it would be deemed to
have been attached.

Signature

Name

Designation

Authorised Vide Power of Attorney No.

Dated

SEAL OF BANK/INSURANCE COMPANY

Note:

1. The extension of BG/Insurance Surety Bond should be on Non-Judicial stamp paper/e-stamp paper of appropriate value as per Stamp Act prevailing in the State(s) where the BG/Insurance Surety Bond is submitted or is to be acted upon or the rate prevailing in the State where the BG is executed, whichever is higher. The Stamp Paper/e-Stamp paper shall be purchased in the name of Supplier/Bank issuing the guarantee.

Form of Insurance Surety Bond towards Performance Security

(To be stamped in accordance with Stamp Act of India)

Insurance Surety Bond No.:

Date:

To
{**Owner's Name**
And
Address}

Dear Sirs,

In consideration of the SECI (Hereinafter referred to 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..... [Supplier's Name]..... with its Registered/Head Office at (Hereinafter referred to as the 'Supplier', which expression shall unless repugnant to the context or meaning thereof, include its successors administrators, executors and assigns), a Contract by issue of Owner's Purchase Order No..... dated. and the same having been unequivocally accepted by the Supplier, resulting into a Contract bearing No..... dated, valued at for and the Supplier having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to(*).....% (percent) of the said value of the **Contract to the Owner**.

We[Name having & its Head Address of the Insurer] Office at (hereinafter referred to as the 'Insurer', which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the Owner, on demand any and all amount payable by the Supplier to the extent of(*)..... as aforesaid at any time up to [days/month/year] without any condition, demur, reservation, contest, recourse or protest and/or without any reference to the Supplier. Any such demand made by the Owner on the Insurer shall be conclusive and binding notwithstanding any difference between the Owner and the Supplier or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Insurer undertakes not to revoke this Insurance Surety Bond during its currency and or any period extended under the contract, without prior consent of the Owner and further agrees that the guarantee herein contained shall be enforceable till the Owner discharges this guarantee.

The Owner shall have the fullest liberty, without affecting in any way the liability of the Insurer under this Insurance Surety Bond, from time to time to extend the performance of



Tender for the Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure for 3 Years

the Contract by the Supplier for the purpose of which, the Insurer shall be liable to extend the validity of the present Insurance Surety Bond without any demur, condition, protest and the Insurer shall at no point in time have an option of revoking the same, The Owner shall have the fullest liberty, without affecting this Insurance Surety Bond, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Supplier, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Owner and the Supplier or any other course or remedy or security available to the Owner. The Insurer shall not be released of its obligations under these presents by any exercise by the Owner of its liberty with reference to the aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Owner or any other indulgence shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Insurer.

The Insurer also agrees and undertakes that the Owner at its option shall be entitled to enforce this Insurance Surety Bond against the Insurer as a Surety, in the first instance without proceeding against the Supplier and notwithstanding any security or other guarantee that the Owner may have in relation to the Supplier's liabilities.

Notwithstanding anything contained hereinabove our liability under this Insurance Surety Bond is restricted to(*)..... and it shall remain in force upto and including(@)..... and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s {Supplier's Name} on whose behalf this Insurance Surety Bond has been given.

Dated this day of 20..... at.....

WITNESS :

1.
(Signature)	(Signature)
.....
(Name)	(Name)
.....
(Official Address)	(Designation with Insurer Stamp)

Authorised Vide Power of Attorney No.....
Date.....

2.
(Signature)

(Name)

.....
(Official Address)

Notes :

1. (*) This sum shall be five percent (05%) of the Contract Price.
2. The Insurance Surety Bond shall be from an Insurer as per guidelines issued by Insurance Regulatory and Development Authority of India (IRDAI).
3. The Owner shall be the Creditor, the Supplier shall be the Principal debtor and the Insurance company/Insurer shall be the Surety in respect of the Insurance Surety Bond to be issued by the Insurer.
4. The Insurance Surety Bond should be on Non-Judicial stamp paper/e-stamp paper of appropriate value as per Stamp Act prevailing in the state(s) where the Insurance Surety Bond is submitted or is to be acted upon or the rate prevailing in State where the Insurance Surety Bond is executed, whichever is higher. The Stamp Paper/estamp paper shall be purchased in the name of Supplier/Insurer issuing the Insurance Surety Bond.
5. While getting the Insurance Surety Bond issued, the Supplier is required to ensure compliance to the points mentioned in Form of Bank Guarantee/ Insurance Surety Bond Verification Check List. Further, the Supplier is required to fill up this Form and enclose the same with the Insurance Surety Bond.

**BANK GUARANTEE/INSURANCE SRETY BOND VERIFICATION
CHECK LIST**

(To be submitted with EMD and CPG)

1. Bank Guarantee/Insurance Surety Bond (ISB) No. & Date:
2. Name of Issuing Bank/ Branch/ Insurance Agency:
.....
3. Amount :
4. Nature of BG/ISB & No. of Pages :
5. Validity of BG/SIB:
6. Vendor Reference:

Name :
Address
Telephone
Fax
Email

7. Bank / Insurance Agency Reference

Name :
Address
Telephone
Fax
Email

Sl. No.	Details of Checks	Yes/No
1.	Is the BG on Non-judicial stamp paper of appropriate value, as per Stamp Act?	
2.	Whether date, purpose of purchase of stamp paper and name of the Owner indicated on the back of stamp paper under the Signature of Stamp Vendor? (The date of purchase of stamp paper should be of any date on or before the date of execution of BG and the stamp paper should be purchased either in the name of the executing Bank or Insurance Agency or the Supplier on whose behalf the BG has been issued. The Stamp Papers (other than estamp paper) should be duly signed by the stamp vendor).	
3.	In case the BGs from abroad, has the BG been executed on Letter Head of the Bank or Insurance Agency?	
4.	Has the executing officer of BG indicated his name, designation and Power of Attorney No. / Signing Power No. etc., on the BG?	
5.	Is each page of BG duly signed / initialed by executant and whether stamp of Bank or Insurance Agency is affixed thereon?	
6.	Whether the last page is signed with full particulars including two witnesses under seal of Bank or Insurance Agency as required in the prescribed proforma?	
7.	Does the Bank Guarantee compare verbatim with the Proforma prescribed in the Bidding Documents?	
8.	Are the factual details such as NIT no. / Tender Enquiry no. / Bidding Documents No. / Specification No., Amount of BG, validity of BG correctly mentioned in the BG?	
9.	Whether overwriting / cutting, if any on the BG have been properly authenticated under signature & seal of executants?	
10.	Whether BG has been issued by a Bank or Insurance Agency in line with the provisions of Bidding Documents?	
11.	In case BG has been issued by a Bank or Insurance Agency other than those specified in Bidding Document, is the BG confirmed by a Bank in India or Insurance Agency acceptable as per Bidding Document?	

Signature of Supplier.....
Name
Designation
Seal

FORMAT FOR CYBER SECURITY AGREEMENT

To be executed by the successful bidder and shall form part of the Contract Agreement.

This Non-Disclosure Agreement (“Agreement”) is made effective on this.....(“Effective Date”)

By and Between,

Solar Energy Corporation of India Limited (SECI) which expression includes its successors and assigns), hereinafter referred as Owner.

And

{**Contractor Name**} having its registered office at which expression includes successors and assigns, hereinafter referred as Receiving Party / Contractor.

Both collectively referred to as “Parties” and individually as “Party”.

WHEREAS

- A. Solar Energy Corporation of India Limited (SECI) is a CPSU under the administrative control of the Ministry of New and Renewable Energy (MNRE), set up on 20th Sept, 2011 to facilitate the implementation of JNNSM and achievement of targets set therein. It is the only CPSU dedicated to the solar energy sector. It was originally incorporated as a section-3 (not for profit) company under the Companies Act, 2013. In the present outlook of the RE sector, especially solar energy, SECI has a major role to play in the sector’s development. The company is responsible for implementation of a number of schemes of MNRE for large-scale grid-connected projects under JNNSM, solar park scheme and grid-connected solar rooftop scheme along with a host of other specialised schemes. In addition, SECI is also developing its own Solar, Floating & Hybrid innovative RE Projects & is providing consultancy services to various major CPSUs for developing turnkey basis RE Projects. The company also has power trading license and is active in this domain through trading of solar power from projects set up under the schemes being implemented by it.
- B. The Contractor is engaged in
- C. Owner and Contractor are desirous of pursuing a mutually beneficial relationship through the execution of Contract awarded by owner to the Contractor vide No.... Dated The Contractor agrees that in the course of their association for executing the said Contract Agreement, there may be sharing of confidential information between them. Through this Agreement, both parties define the obligations with respect to the confidential information.

- D. Contractor may receive from the other Party i.e. Owner certain technical, non-technical, financial, business and other proprietary and confidential information in relation to their respective businesses and contract specific tasks.
- E. Due to various Information Security related risks associated with the execution of the contract, Owner desires to mitigate the perceived risks and seeks to protect its physical and intellectual assets through defined agreements with the Contractor.

NOW THEREFORE, in consideration of the above premises the sufficiency of which is hereby acknowledged, the Contractor agrees as follows:

1. Confidential Information

“Confidential Information” shall mean any and all information disclosed to, or otherwise acquired or identified or observed by the Receiver including its subsidiaries and affiliates, and each of their respective directors, employees, representatives and agents from the Disclosing Party and its affiliated companies, relating to the business of the Disclosing Party, or received from others that the Disclosing Party is obligated to treat as confidential, and other materials and information of a confidential nature whether communicated in writing, orally, electronically, photographically, or recorded in any other form of media, including, but not limited to, all sales and operating information, contractor’s information, employee and other human resource information, existing and potential business and marketing plans and strategies, financial information, cost and pricing information, data media, know-how, designs, specifications, technical configurations, concepts, reports, methods, processes, techniques, operations, devices, , product schematics or drawings, descriptive material, patent and patent applications, trade secrets, trademarks, trade names, specifications, software (source code or object code) and the like, whether or not the foregoing information is patented, tested, reduced to practice, or subject to copyright or any other intellectual property right.

“Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation drawings, schematics, written or printed documents, computer disks, tapes, and compact disks (CD), whether machine or user readable.

Notwithstanding the above, all Confidential Information shall be specifically marked as “CONFIDENTIAL” while disclosing the same to the Receiving Party. If the same is orally disclosed then the same to be reduced in writing and marked as “CONFIDENTIAL”. Supplier, sub-contractor and other parties engaged by the Disclosing party shall have the same rights and obligations for the Confidential Information.

2. Obligations of Receiving Party relating to Information Security

Contractor agrees to conform to the following requirements:

- a) All intelligent electronic devices (IEDs), including devices with embedded software, Automation servers Controllers, HMIs and associated network components wherein the data is routable (equipped with Ethernet/optical Ethernet, Serial/Optical Serial) must have capabilities to exceed or meet applicable technical requirements under IEEE-1686:2013 for satisfying IEC/ISO:62443-2-3, IEC/ISO:62443-2-4 and IEC/ISO:62443-3-3 requirements.
- b) Contractor agrees to submit required evidences for conformance to IEC/ISO:15408 for identified network-based systems such as routers, firewalls, SIEMs etc.
- c) Contractor agrees to provide IT architecture details such as Firmware details, Operating System, databases, middle-ware, application frameworks and related third-party drivers, software component libraries, including usage of virtualization/container technologies, of all devices qualifying under clause (a) above to facilitate vulnerability analysis of the device. OWNER reserves the right to undertake appropriate black-box testing of any system, subsystem to independently ascertain vulnerability of the product/solution.
- d) Contractor agrees to enable use of Indian Regional Navigational Satellite Constellation (IRNSS) based Time Synchronization signals through appropriate use of GPS technologies that support PTP (IEEE 1588) , if available commercially. In case the same are not available commercially, Contractor may supply the GPS Clock as per their solution requirement. However, in case OWNER supply the Indian Regional Navigational Satellite Constellation (IRNSS) based Time Synchronization signals through appropriate use of GPS technologies that support PTP (IEEE 1588) during this contract period (up to start of the Factory System Test), Contractor shall replace the existing Clock with the OWNER supplied timing solution in the Control and Protection system, without any cost implication to OWNER.
- e) Contractor commits to ensure, its adherence to secure software development life-cycle processes as per IEC/ISO:24748-1 or a similar standard and commits itself for voluntary disclosure of vulnerabilities in the system. Contractor agrees to develop and provide patches, including those of the third-party software components, for the Contractor disclosed vulnerabilities and also for the vulnerabilities discovered/ reported by any third party organization. The Contractor agrees to ensure supply and installation of patches up to the defect liability period of the system.
- f) For all software, operating system, software patches, version upgrades, firmware images etc authorized by the Contractor to be installed during the Life-Cycle of the project, the Contractor agrees to inform OWNER through a digitally signed email, the SHA-256 checksum of all software components.
- g) The Contractor agrees to provide a list of all equipment and processes where data encryption is used. All required details for Key Management shall be provided to OWNER. OWNER at its own cost, shall supply requisite digital certificates/keys for installation and configuration of such systems as may be required for securing its interest.

- h) OWNER shall provision Notebook PCs as per recommendations of the Contractor, which shall be only authorized device from which access to the network in use by OWNER, shall be permitted for any preventive maintenance, update and configuration.
- i) The Contractor agrees to sign an undertaking as per Annexure-A, for its commitment to ensure bug and malware-free software/ software patches/ embedded software/ firmware in systems such as PLC Cards/ Logic Cards/ other microprocessor based intelligent systems. The Contractor agrees to declare with each shipment, whether during initial supply stage or subsequent repairs, diagnostics or upgrades, that it shall be solely responsible for any Criminal and/ or Civil Liabilities arising from failures due to such malware/bug. The Contractor further agrees to send a digitally signed statement by email, detailing SHA-256 checksum of all firmware/software components installed during any field/factory activity.
- j) The Contractor agrees not to access through use of WiFi/ Bluetooth based networking to any device anywhere in the controlled network. All Bluetooth/ WiFi devices shall be disabled from associated firmware and Operating System in applicable devices of the controlled network.
- k) The Contractor agrees to submit details of all devices equipped with Serial Ports (RS232C/RS485/USB etc including with Optical interface), Virtual Serial Ports and Serial over Ethernet. Only OWNER permitted devices shall be attached to serial ports. The Contractor agrees to provide systems to log details of any serial devices connected during the operation of the equipment.

3. Protection of Confidential Information

a) Use:

The Receiving Party understands and acknowledges that the Confidential Information has been developed or obtained by the Disclosing Party by the investment of significant time, effort and expense, and that Confidential Information is a valuable, special and unique asset of the Disclosing Party. Therefore, the Receiving Party agrees to hold in confidence and not to disclose the Confidential Information, to any person or entity without similar obligations agreed between the Receiving Party and such person or entity. The Receiving Party will use the same standard of care it would use to secure and safeguard its own confidential information of similar importance, but in no event less than reasonable care.

b) No copying:

The Receiving Party will not copy or modify any Confidential Information without the prior written consent of the Disclosing Party, except where such copy or modification is required for the purpose of the execution of the contract. Any permitted reproduction of confidential information must contain all confidential or proprietary legends which appear on the original. The Receiving Party shall immediately notify the Disclosing Party in the event of any loss or unauthorized disclosure or use of the confidential information.

c) Permitted disclosures

The Receiving Party shall permit access to the Disclosing Party's confidential information solely to the Receiving Party's Representatives and contractors who (i) have a need to know such information; and (ii) have signed the specified confidentiality agreement / similar contract conditions in favour of Receiving Party All staff of Receiving Party (on-roll or outsourced) shall be bound by the terms of this Agreement. The Contractor agrees to individually authorize each of the member of staff assigned with the project, binding them individually with the terms of similar to this Agreement during and also post-employment.

d) Additional obligations:

The Receiving Party shall

- (i) notify the Disclosing Party promptly of any material unauthorized possession, use or knowledge, or attempt thereof, of the Disclosing Party's confidential information by any person or entity which may become known to the Receiving Party;
- (ii) promptly furnish to the Disclosing Party full details of the unauthorized possession, use or knowledge, or attempt thereof;
- (iii) use reasonable efforts to assist the Disclosing Party in investigating or preventing the recurrence of any unauthorized possession, use or knowledge, or attempt thereof, of confidential information;
- (iv) use reasonable efforts to cooperate with the Disclosing Party in any litigation and / or investigation against third parties deemed necessary by the Disclosing Party to protect its proprietary rights;
- (v) promptly use all reasonable efforts to prevent a recurrence of any unauthorized possession, use or knowledge of confidential information;
- (vi) comply with the directives of authorized agencies of Government of India, through appropriate technical configurations and custom modifications to achieve compliance as sought by them from time to time; and
- (vii) extend its services as may be required, at least once annually, during the Information Security audits.

e) Unauthorized Disclosure of Information:

If it appears that the Receiving Party has disclosed (or has threatened to disclose) Confidential Information in violation of this Agreement, the Disclosing Party shall be entitled to an injunction to restrain the Receiving Party from disclosing, in whole or in part, the Confidential Information. The Disclosing Party shall not be prohibited by this provision from pursuing other remedies, subject to suitable notice of the same to Receiving Party and Receiving Party wilfully neglecting such notice or duties under the Agreement after such notice including a claim for losses and damages.

f) Exceptions:

The following shall not be considered as Confidential Information:

- (a) Any information that the Receiving Party can show by documentary evidence was in its possession prior to the disclosure to it hereunder; or
 - (b) Any information that comes into the possession of the Receiving Party's Representatives, from another party who is under no obligation to the other to maintain confidentiality of such information; or
 - (c) Any information that becomes generally known other than through the fault of the Receiving Party,
 - (d) Any particular portion of the Confidential Information which was developed by Receiving Party's Representatives independently of and without reference to any Confidential Information or other information that the Disclosing Party has disclosed in confidence to any third party.
 - (e) Information available in the public domain whether in tangible or intangible form.
 - (f) Information that is not proprietary or confidential to the Disclosing Party but an information received from third party not connected to the Project.
 - (g) Information that has not been marked by the Disclosing Party as "Confidential". The burden of proving these exceptions to the provisions of this Agreement resides with the Receiving Party.
4. **Remote Support:** Remote Support shall be permitted only as per ISO27001 Policy and Procedures. Further, remote support will only be permitted from within geographical boundaries of India. OWNER reserves the right to only permit the remote support with the presence of OWNER's authorized representative at the remote end.
5. **Compelled Disclosure:** In the event that Receiving Party or any of Receiving Party's Representatives is requested or required (by oral questions, interrogatories, requests for information or documents, subpoena, civil investigative demand or similar incidents) to disclose any of the Confidential Information to the authorities as per mandatory law, it is agreed that Receiving Party or Receiving Party's Representatives, as the case may be, will provide Disclosing Party with prompt notice of such request(s) so that Disclosing Party may seek an appropriate protective order or other appropriate remedy and/or waive compliance with the confidentiality provisions of this Agreement. In the event that such protective order or other remedy is not obtained, or Disclosing Party grants a waiver hereunder, Receiving Party or Receiving Party's Representatives may furnish that portion (and only that portion) of the Confidential Information which Receiving Party is legally compelled to disclose and will exercise reasonable efforts to obtain assurance that confidential treatment will be accorded any Confidential Information so furnished.
6. **Information Security Audit:** OWNER reserves the right to undertake a second party / third party Information Security Audit at any point as may be required, to ascertain the risk/ vulnerability/ threats and the Contractor agrees to take necessary corrective measures in-situ or within a defined time frame, as the case may be.

7. **Term and Termination:** This Agreement shall be valid during the contractual period w.e.f. the date of signing of the main contract agreement.
8. **Return of Confidential Information:** Upon the written request of the Disclosing Party, the Receiving Party shall return to the Disclosing Party all written materials / digital media containing the Confidential Information to the extent possible by the Receiving Party. The Receiving Party shall also deliver to the Disclosing Party written statements signed by the Receiving Party certifying that all materials have been returned within five (5) thirty (30) days of receipt of the request. Any unreturned Confidential Information shall be required to be maintained with similar confidentiality obligation for 10 years or as per applicable law, whichever is longer.
9. **Remedies:** Receiving Party acknowledges that money damages may be incalculable and an insufficient remedy for any breach of this agreement by Receiving Party and that any such breach may cause Disclosing Party irreparable harm. Accordingly, Receiving Party also agrees that, in the event of any breach or threatened breach of this Agreement, Disclosing Party, in addition to any other remedies at law or in equity it may have, shall be entitled, without the requirement of posting a bond or other security, to equitable relief, including injunctive relief and specific performance.
10. **Relationship of Parties:** Neither party has an obligation under this Agreement to purchase any service or item from the other party, or commercially offer any products using or incorporating the Confidential Information. This Agreement does not create any agency, partnership or joint venture.
11. **No Grant of Proprietary Rights:** The Receiving Party recognizes and agrees that, except as expressly and specifically set forth in this agreement, nothing herein shall be construed as granting any proprietary right, by license, implication, estoppel or otherwise, to any of the Disclosing Party's, confidential information, trade mark, trade name or to any invention or any patent right that has issued or that may issue based on such confidential information. All information disclosed is provided "as is" without any warranties of any kind.
12. **Governing Law:** This Agreement shall be governed by and interpreted in accordance with the Indian laws without regard to its conflict of law principles. In particular, the provisions of Information Technology Act 2000, and rules framed thereunder shall be applicable. Further the outline of system level requirements shall be in conformance to IS:16335-2015 standard. The applicable Information Security Policy shall be the ISO-27001:2013 policy and procedures of OWNER as modified from time to time.
13. **Jurisdiction and Venue:** In connection with any litigation arising hereunder, Parties hereby

- (i) irrevocably and unconditionally submit to the exclusive jurisdiction of courts in Delhi and
- (ii) Further that disputes if any, shall be dealt with as per the provisions of the dispute settlement clause mentioned in the contract / General Conditions of Contract (GCC).

14. General Provisions:

- (a) This Agreement sets forth the entire understanding of the Parties regarding confidentiality. Any amendments must be in writing and signed by both parties.
- (b) This Agreement is intended to facilitate only the exchange of Confidential Information and is not intended to be, and shall not be construed to create a teaming agreement, joint venture association, partnership, or other business organization or agency arrangement and no Party shall have the authority to bind the other without the separate prior written agreement thereof.
- (c) This Agreement contains the entire agreement and understanding between the Parties hereto relating to the subject matter hereof and supersedes all other prior agreements and understandings both written and oral, between the Parties with respect to the subject matter hereof. This Agreement may be executed in several counterparts, each of which will be deemed an original, and all of which taken together will constitute one single Agreement between the Parties with the same effect as if all the signatures were upon the same instrument.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement at by their duly authorized representatives as of the date first set forth above.

(OWNER)

Signature: _____

Signature: _____

Name:

Name :

Title

Title :

Format for Pre-Bid Queries

Tender for the Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure for 3 Years

Tender No : _____

Sl. No.	Tender Section	Page No.	Clause No	Description as per Tender Document	Queries	Category (Finance/Technical/Contractual)	Clarifications
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

SECTION-VIII

SCOPE OF WORK/ TECHNICAL SPECIFICATIONS

A. INTRODUCTION

1. Solar Energy Corporation of India Limited (hereinafter called “SECI”) is a Government of India Enterprise, under the administrative control of the Ministry of New & Renewable Energy (MNRE). One of the main objectives of the Company is to assist the Ministry and function as the implementing and facilitating arm of the Jawaharlal Nehru National Solar Mission (JNNSM) for development, promotion, and commercialization of solar energy technologies in the country.
2. SECI is looking to hire a reputed, experienced, and financially sound Agency having experience in providing Augmentation & Comprehensive Support & Maintenance of SECI IT Network Infrastructure services/work. Detailed requirements are specified in the eligibility criteria mentioned in this document. The selection of the Bidder shall be initially for a contract period of 03 (Three) Years 02 (Two) Months (i.e. 02 months for Part-A: Augmentation of existing SECI IT Infrastructure i.e. Supply, Installation & Commissioning of IT Infrastructure as per Bill of Quantity (BoQ); and 03 years for Part-B: Comprehensive Support and Maintenance of the SECI IT Network Infrastructure) from the date of issuance of the GeM Order or date as mentioned in GeM Order/ Contract Agreement (CA) with the provision for further extension of the Part-B: Comprehensive Support and Maintenance of the SECI IT Network Infrastructure contract period by 01 (One) year on same price, terms & conditions with the mutual consent of both the parties.
3. The Bidders are advised to read carefully all instructions and conditions appearing in this document and understand them fully. All information and documents required as per the Tender Document must be furnished. Failure to provide the information and/ or documents as required may render the bid unacceptable.
4. The Bidders shall be deemed to have examined the Tender Document, to have obtained his own information in all matters whatsoever that might affect carrying out the works in line with the scope of work specified elsewhere in the document at the offered rates and to have satisfied himself to the sufficiency of his bid. The Bidder shall be deemed to know the scope, nature and magnitude of the works and requirement of materials, equipment, tools and labour involved, wage structures and as to what all work he has to complete in accordance with the bid documents irrespective of any defects, omissions or errors that may be found in the bid documents.

B. CONTRACTOR'S SCOPE OF SERVICES/WORK

Solar Energy Corporation of India Limited (SECI) is having its Corporate cum Registered Office at 6th Floor, Plate-B, NBCC Office Block Tower-2, East Kidwai Nagar, New Delhi-110023. The Board Level Executives of SECI are sitting at 1st Floor, Plate-B, NBCC Office Block Tower-4, East Kidwai Nagar, New Delhi - 110023.

SECI's Corporate office at New Delhi has its own IT Infrastructure that equips all the employees with Internet and Intranet facilities to access Email and Software Applications. IT infrastructure is the system of hardware, software, facilities, and service components that support the delivery of business systems and IT-enabled processes. To overcome the challenges that limit its performance and strengthen its security posture, SECI needs to augment its IT infrastructure with the latest technologies, solutions, or services that can enhance its capabilities and effectiveness.

This document comprises two parts as per following:

Part-A: Augmentation of existing SECI IT Infrastructure i.e. Supply, Installation & Commissioning of IT Infrastructure by purchasing equipment as per Bill of Quantity (BoQ) defined in this document.

Part-B: Comprehensive Support and Maintenance of existing SECI IT Infrastructure (Network Equipment and Audio/Video Systems) and equipment purchased in the same tender including two onsite technical support personnel for three years.

PART – A: AUGMENTATION OF Existing SECI IT INFRASTRUCTURE i.e. SUPPLY, INSTALLATION AND COMMISSIONING OF IT INFRASTRUCTURE AS PER BILL OF QUANTITY (BoQ):

The following chores are to be taken up Daily, Weekly and Fortnightly etc. by employing adequate experienced Personnel along with required Equipment(s) and Material(s) whose outlook should be smart and courteous at all times. The various services required are as follows:

1. Functional Requirements

The Contractor/ Service Provider scope of work shall include, but not be limited to, the following, as per the specifications of this bid document:

- i. System design, engineering, supply, installation, configuration & commissioning of solution for SECI as per the Bill of Quantity (BoQ) given in the Scope of Work.
- ii. The contractor shall arrange for the commissioning spares of all systems, sub-systems & equipment that may be required during the installation & commissioning at his own cost.
- iii. The Contractor shall also carry out any other works (including supply) not mentioned above but required for completing the work in totality.
- iv. The Contractor shall supply any additional cables (of sufficient length), connectors, converters, etc. for installation & commissioning with no additional cost implication to SECI.
- v. The Contractor shall ensure proper routing of cables in C-channels and proper dressing.
- vi. The Contractor shall fine-tune all the equipment (both existing & supplied) for optimum performance in terms of effective throughput, security, and reliability.
- vii. The Contractor will have to supply, install & configure all the active devices like Layer 2/ Layer 3 switches, etc. for making the LAN operational at the site. The LAN IP addressing scheme, proxy configuration, creation of in-building VLAN for segregation, creation of VLAN/ VPN across buildings, and configuration for all the LAN security issues.
- viii. Minimum features for network access switches:
 - a. SSH with Telnet: The switch should offer Secure Shell (SSH) for secure network communications and support telnet for non-encrypted connections.
 - b. Port Security: Enables the restriction of interface access based on MAC addresses, ensuring a secure access environment.
 - c. Port Fast: Ensures that ports transition quickly to the forwarding state, optimizing performance.
 - d. Spanning Tree Protocol (STP): Provides a loop-free topology for Ethernet networks, preventing network loops.

- e. Ethernet Channel: Supports bundling of multiple physical ports to create a single logical channel for enhanced bandwidth and redundancy.
- ix. The installation, and configuration of LAN active devices must be completed after completion of passive cabling infrastructure installation at the site. The Contractor will submit a post-installation document “**Hardware Deployment Document**” which will include all the above activities & details of equipment deployed with the corresponding IP address, configuration of switches, IP addressing scheme & related policies implemented.
- x. The Contractor will implement a next generation firewall solution having the following minimum features:
 - a. Intrusion Detection and Prevention Systems (IDPS) - to detect and prevent known and unknown threats. Enable Anti-Bot and Anti-Virus features to protect against malware and botnet activities. Regularly update threat signatures and profiles to ensure up-to-date protection.
 - b. There should be a provision to update the IPs & IoCs for blocking in to the firewall shared by various Govt Agencies such as NCIIPC, CERT-In etc.
 - c. Secure Remote Access: allows for secure and encrypted communications for remote access to the organization's network.
 - d. Traffic Monitoring: real-time oversight of all incoming and outgoing traffic.
 - e. Both firewalls should be in High Availability (HA) mode. Configure the NGFW appliances in an active-active cluster to ensure continuous availability and load balancing. Set up state synchronization between the cluster members to maintain consistent security policies and sessions.
 - f. Centralized Management: simplifies configuration, policy enforcement, and monitoring through a unified console.
 - g. Update the firmware on the firewalls to the latest version to ensure optimal performance and security.
 - h. Application Control: Set up application control policies to allow, block, or restrict applications based on business requirements. Implement deep packet inspection to identify and control application traffic accurately.
 - i. URL Filtering: Configure URL filtering to block access to malicious or inappropriate websites. Create custom categories or use predefined ones to enforce web usage policies.
 - j. Real-Time Monitoring: Offers real-time visibility into network traffic, security events, and firewall performance.
 - k. Configuration and Policy Management: Allows for the creation, modification, and deployment of security policies across multiple firewalls.
 - l. Reporting and Analytics: Generates detailed reports and analytics for insights into network security and usage patterns.
 - m. Automated Updates: Facilitates automatic updates of firewall firmware, security signatures, and threat intelligence feeds.
 - n. Compliance Management: Helps ensure compliance with security regulations by providing audit trails and compliance reports.

- o. NAT Functionalities: Configure Network Address Translation (NAT) rules to translate private IP addresses to public IP addresses for internet access. Implement different NAT modes (SNAT, DNAT, PAT) based on network requirements.
- p. Dynamic Routing Protocols: Enable Border Gateway Protocol (BGPv4) and Open Shortest Path First (OSPF) for dynamic routing and network redundancy. Configure routing policies and distribute routes to ensure optimal path selection.
- q. Dual-Stack Gateway: Set up the firewalls to support both IPv4 and IPv6 protocols to facilitate a smooth transition to IPv6.
- r. Deploy Remote Access VPN Licensing: Ensure that the necessary licenses for remote access VPN are installed and activated on the firewalls.
- s. Compliance-Based Access Controls: Implement access controls based on compliance requirements, such as multi-factor authentication and endpoint security checks, to ensure secure remote access.
- t. Cloud Console Deployment:
 - i. Configure the cloud-based management console, including setting up user accounts, roles, and permissions.
 - ii. Establish secure communication channels between the management console and the firewalls.
 - iii. Perform any necessary updates or patches to the management console software.
- xi. On successful completion of the installation & commissioning, the Contractor shall submit the installation report along with the “Hardware Deployment Document” to SECI. Installation report must be submitted by the Contractor mentioning all the serial numbers of the supplied equipment.
- xii. Contractor should deploy Enterprise Management System (EMS) tool, which will include but not restricted to the following:
 - a. EMS will be configured to monitor Network Infrastructure and provide Configuration Management, QoS, Critical Log Management (All the modules from same OEM).
 - b. EMS has advance reporting, dashboard, and analytical engine with various out of the box dashboards and reports, for constant monitoring of Availability, Performance & Efficiency.
 - c. It must have Web-based interactive reporting, Output in popular formats: HTML, Excel, CSV, PDF, RTF etc.
 - d. Network link utilization and down time report generation facility in graphical and tabular format.
 - e. Tool must support various discovery protocols to perform automatic discovery of all L2, L3 Network devices across infrastructure, based on SNMP and ICMP.
 - f. To have self-monitoring ability to track status of its critical components & parameters such as Up/Down status etc.

- g. Tool must support CLI-based network device configuration snapshot management including backup of configuration files, traffic logs, messages etc., pushing configuration files to target network devices, with option to perform remote firmware upgrades.
 - h. QoS parameters should include link response time, link-level latency, link-level packet loss, link-level jitter, Round-Trip-Time etc.
 - i. To maintain efficient management traffic and the system support localized polling and minimize management traffic across low-speed links.
 - j. Management console license should be bundled and as the NMS shall be managed through client console from anywhere in the network.
 - k. The components of NMS will be from the same family of interoperable and compatible solutions with a high level of data exchange between the various modules of the NMS.
 - l. The NMS shall provide reports on availability and performance data of critical infrastructure.
- xiii. The Contractor will provide comprehensive certified training to the IT team responsible for managing the EMS tool, ensuring that they are well- equipped to operate and maintain the system effectively.
- xiv. For security monitoring, performance optimization and troubleshooting, the Contractor should mandatorily retain logs of critical equipment for a minimum period of 180 days from the date of log creation. The logs should be saved at designated storage system.

2. General Guidelines

- i. Equipment shall be of the latest version (H/W & S/W) meeting the state- of-the-art technology.
- ii. The system shall have the capability for future enhancements in terms of equipping with advanced features with minimum changes.
- iii. Equipment and all their associated items to be supplied under this contract shall be from OEM Sources.
- iv. Transportation & delivery of the total equipment and associated items at the site as per BoQ.
- v. All equipment shall have enough alarms and supervisory indications for ease of maintenance.
- vi. All the equipment shall work on 230V 50 Hz AC. All the equipment shall have its regulated power supply with fuses, isolators, etc.
- vii. Equipment shall be capable of functioning with minimum maintenance and shall be preferred to have no requirement of any preventive maintenance.
- viii. The bidder should not quote End-of-Life and End-of-Support products as on the date of bid submission.
- ix. During the execution of the work, if any discrepancy or inconsistency, error, or omission in any of the provisions of the contract is discovered which needs to be clarified, the matter shall be referred to SECI, who shall give their decision in the matter and the decision shall be final and conclusive.

- x. Contractor shall bring all installation tools, accessories, special tools, spare parts, etc. at his own cost, as required for successful completion of the project.
- xi. Contractor shall include all installation materials required for proper installation of the equipment. These shall include, but not be limited to, all connectors, inter bay and inter equipment cables, power distribution boxes, etc.
- xii. The Contractor shall ensure that no other equipment/structure/setup gets damaged due to their activities. Any damages if caused to SECI's property due to Contractor's negligence shall be passed on the Contractor's account.
- xiii. The quoted price shall include design, engineering, supply, installation, integration with the existing system, commissioning, training, including project management, transportation, related civil, cabling, documentation, taxes, overloads, duties, etc., necessary for providing the complete facilities and services as described in the tender document.
- xiv. The Contractor shall offer the complete solution on a turn-key basis involving all aspects of required components along with comprehensive responsibilities of installation, configuration, integration, commissioning & warranty support for the supplied equipment.
- xv. The equipment supplied by the Contractor shall be the proven new products of the respective OEMs with all necessary accessories and components to meet the scope requirement.
- xvi. The original catalog of the products quoted along with their make & model should be mentioned in the technical bid with complete details. The items quoted should be new, good quality, and have the latest hardware/software version.
- xvii. The Contractor should take necessary action to incorporate/patch/fix any recommendations/changes by CERT-In empanelled third-party auditor during the contract period.
- xviii. Successful Bidder will provide license details, if any for all components mentioned in bid, within 30 days from date of work order issued.

3. Deliverables By SECI

- 3.1. SECI will make 230V AC, single phase at 50 Hz supply (UPS supply, regulated supply) available to the Contractor.
- 3.2. The space required for the installation of the equipment shall be made available by SECI to the Contractor.
- 3.3. LAN/IP connectivity shall be provided by SECI.

4. Bill of Quantity (BoQ):

The following provides an indicative Bill of Quantity (BOQ) and Schedule of Supply. Detailed specifications of the below-tabulated equipment are given in Annexure-A to the Scope of Work under Section-VIII.

Sl. No.	Equipment	Quantity
1	Next-Generation Firewall (NGFW) in High Availability (HA)	02
2	24 Ports L2 Access Switch	02
3	48 Ports L2 Access Switch	03
4	48 Ports L3 Core Switch	01
5	Unified Data Storage Appliance	01
6	Enterprise Management System for IT Network Infrastructure as per scope	01

5. Completion Schedule

Contractor shall complete Part-A: Supply, Installation, and Commissioning as per Scope of Work within 2 Months from the date of issuance of the GeM order or date as mentioned in the GeM Order/ Contract Agreement as per the following schedule.

Delivery of all equipment	Within 1 month effective from the date of issuance of the GeM order or date as mentioned in the GeM Order/ Contract Agreement.
Installation and Commissioning	Within 2 months effective from the date of issuance of the GeM order or date as mentioned in the GeM Order/ Contract Agreement.

DETAILED TECHNICAL SPECIFICATIONS

S No	Detailed Specifications	Quantity
1	Supply, Installation, and Commissioning of 24 Ports L-2 Access Switch with switching capacity of 56 Gbps or higher, forwarding performance 83 Mpps or higher; Non-PoE; 4x1 Gigabit uplinks; 1 Gigabit Ethernet port speed; Should support redundant power supply; 16K MAC address or higher; DRAM – 2 GB or higher, Flash – 4 GB or higher; Stackable up to 8 Switches; Switch should be managed with Web GUI, CLI via console, SNMP; Policy-based Automation; Access Control Lists (ACLs), and Quality of Service (QoS) entries; DHCP snooping, Dynamic ARP Inspection, VLANs; MAC authentication; IP Multicast Snooping/Filtering; Plug and Play Enabled;	2
2	Supply, Installation, and Commissioning of 48 Ports L-3 Core Switch with switching capacity of 256 Gbps or higher, forwarding performance 154 Mpps or higher; Non-PoE; 4x1 Gigabit uplink ports; 1 Gigabit Ethernet port speed; DRAM – 8 GB or higher, Flash – 16 GB or higher; Stackable up to 8 Switches; Should support redundant power supply; Switch should have Access Control Lists (ACLs) and quality of service (QoS); 32K MAC address or higher; Policy-based Automation; Switch should be managed with Web GUI, CLI via console, SNMP; DHCP snooping, Dynamic ARP Inspection, VLANs; MAC authentication; IP Multicast Snooping/Filtering; Plug and Play Enabled;	1
3	Supply, Installation, and Commissioning of 48 Ports L-2 Access Switch with switching capacity of 112 Gbps or higher, forwarding performance 166 Mpps or higher; non-PoE; 4x1 Gigabit uplinks; 1 Gigabit Ethernet port speed; Should support redundant power supply; 16K MAC address or higher; DRAM – 2 GB or higher, Flash – 4 GB or higher; Stackable up to 8 Switches; Switch should be managed with Web GUI, CLI via console, SNMP; Policy-based Automation; Access Control Lists (ACLs), and Quality of Service (QoS) entries; DHCP snooping, Dynamic ARP Inspection, VLANs; MAC authentication; IP Multicast Snooping/Filtering; Plug and Play Enabled;	3
4	Supply, Installation, and Commissioning of Unified Data Storage Appliance Supporting IP SAN and NAS: <ol style="list-style-type: none"> 1. Intel Core i3-9100 CPU with Quad Cores at 3.60GHz or higher 2. RAM: 16GB or higher 3. Four hot-swappable drives for a variety of capacity configurations 4. Configured for 16TB raw capacity with four 4TB enterprise drives or higher 5. Support for RAID levels 10, 5, 6, and 50 	1

	<ol style="list-style-type: none"> 6. Global/dedicated hot spare support. 7. Two Gigabit Ethernet ports with scalable NIC ports. 8. Capability to support two 10G ports with an optional add-oncard (Copper or SFP+). 9. Hot-swappable Redundant Power Supply Modules. 10. Hot-swappable cooling fans. 11. Form Factor: 1U Mountable Chassis with Redundant Power Supply <p><u>Software Features:</u></p> <ol style="list-style-type: none"> 12. Data Storage Operation Systems (OS) based on a rugged 64-bit Linux kernel. 13. Support for iSCSI-based IP SAN. 14. Compatibility with CIFS, NFS, HTTP, and FTP protocols. 15. Snapshot feature based on Re-direct on Write technology. 16. Support for 8,048 read-only and 8,048 writable Snapshots (totaling 16,000+ snapshots per box). 17. Writable snapshot capability. 18. Multiple levels of snapshot scheduling (minutes, hours, days, week, etc.). 19. Instantaneous roll back of snapshots. 20. Support for Thin and Exact Provisioning. 21. Asynchronous replication using Snapshot Assisted Replication (SAR). 22. SAR features including Deduplication, Compression, Encryption, and WAN acceleration. 23. Multiple modes of remote replication (one-to-one, many-to-one, two-way, and round-robin). 24. ACL support and ADS & NIS domain user integration. 25. Dynamic volume expansion. 26. Storage Resource Management (SRM) tools for detailed reporting on usage and performance. 27. SRM capacity planning tools and capacity forecast analysis. 28. Easy-to-use web-based management GUI for all configuration and management. 29. Real-time hardware health monitoring tool in the web-based GUI (processors, power supplies, drives, NIC cards, cooling fans, etc.). 30. CLI-Command Line Interface access through SSH. 	
5	<p>Supply, Installation, and Commissioning of Next Generation Firewall (NGFW):</p> <ol style="list-style-type: none"> 1. Purpose-built hardware appliance with Access & Threat prevention controls. 2. Next generation firewall gateway capable of supporting Stateful Inspection Firewall, Next Gen Firewall, Intrusion Prevention 	2

- System, User Identity Acquisition, Application Control, URL filtering, Anti-Bot and Antivirus, HTTPS Inspection, Advanced Sandboxing, Threat Scrubbing, IPsec VPN, Mobile Access, Security Policy Management, Monitoring and Logging, Event Correlation and Reporting, Virtual Systems, Networking & Clustering.
3. Dedicated hardware appliance for NGFW solution with N+1 Clustering architecture for high uptime and multiple node failure instances.
 4. Non-proprietary ASIC, open architecture based on multi-core CPUs.
 5. Onboard 5x 10/100/1000 Base-T ports, Management 10/100/1000 Base-T port, and USB Type-C console port.
 6. Multicore CPU architecture with at least 1 physical and 4 virtual cores, hyper threading, 8 GB RAM or higher, and 240GB SSD storage or higher.
 7. Minimum throughput: Next Generation Firewall with IPS – 1.5 Gbps; Firewall with IPS - 1.9 Gbps; IPsec VPN - 2.7 Gbps.
 8. Support for at least 32K connection per second and 2M concurrent connections.
 9. NAT 66, NAT 64, and NAT 46 functionality.
 10. Support for Internet Key Exchange (IKE) Version 1 or 2 for IPSEC VPN.
 11. High Availability with Active-Active Load Sharing, gateway high availability, and load sharing with state synchronization.
 12. Support for dynamic routing protocols, readiness for BGPv4 & OSPF.
 13. Policy actions: deny, drop, allow, accept.
 14. Hardened OS for both appliance and management platform.
 15. Identity-based controls for granular user, group, and zone-based visibility and policy enforcement.
 16. Application control database with over 5,000 known applications and custom application signatures.
 17. Identity-based logging, application detection, and usage controls.
 18. Security policies for application control regardless of port or protocol.
 19. Static, hide NAT, and PAT functionality with automatic and manual NAT.
 20. Encrypted and authenticated communication between management servers and security gateways with PKI Certificates.
 21. Configuration of dual stack gateway on a bond interface or a sub-interface of a bond interface.
 22. IPS module with various detection mechanisms, pre-defined profiles, centralized event correlation, reporting, and network

	<p>exceptions.</p> <ol style="list-style-type: none"> 23. Automated activation and management of new protections and signatures in IPS. 24. Mechanism to convert SNORT signatures and upload in IPS signatures database. 25. Threat Protection detection engine for various threats. 26. Feature for bulk uploading of URL/IP addresses in URL filtering. 27. Over 7500 IPS signatures, custom signatures, and correlationrule configuration. 28. Integrated Anti-Bot and Anti-Virus application on NGFW. 29. Anti-Bot multi-tiered detection engine and real-time updates from cloud-based reputation services. 30. DNS tunnelling attack prevention capabilities, DNS trapfeature, and DNS protection licenses. 31. Antivirus engine with 50+ file type inspection and policy management. 32. Comprehensive threat prevention coverage with additional licenses for mobile-based threats. 33. Support for on-premises sandbox appliance with device and licenses management. 34. All additional licenses required for antivirus & Anti-Bot features from Day 1. 35. Separate systems for Management (cloud-based) and Firewall. 36. Centralized dedicated management platform for NGFW appliance. 37. Real-time health status monitoring of firewall modules on the management platform. 38. Autonomous threat prevention security policy and segmented rule base for delegated duties. 39. Cloud storage on the management platform. 40. Support for at least 5GB of Logs per day with management, reporting, and logging. 41. Configuration lock feature to avoid administrator collision. 42. Optional multi-domain management and global security policy support. 43. Reporting features including attack patterns, top sources and destinations, email reporting in HTML/CSV & PDF format. 44. Multiple syslog server monitoring and configuration support. 	
6	<p>Supply, Installation, and Commissioning of Enterprise Management System:</p> <ol style="list-style-type: none"> 1. The proposed monitoring solution should be scalable in future to monitor network traffic by capturing flow data, packet capturing 	1

- from network devices, including Cisco Netflow v5 or v9, Juniper J-Flow, IPFIX, sFlow, NBAR, NetStream data and sampled Netflow data. Solution must be able to store all flows without any rollups or loss for retention period for security and audit purposes.
2. The solution should be perpetual and deployed on premises at SECI with unlimited updation for patches and bug fixes within maintenance & support period.
 3. The system must support scheduled discovery to ensure that the relationship between elements is maintained and up to date.
 4. The solution should be completely vendor-agnostic in nature to be able to monitor a multi-vendor environment.
 5. Management console license should be bundled and as the NMS shall be managed through client console from anywhere in the network. This shall be apart from the Web HTTP Management.
 6. The capability to achieve overall integrated Network management system monitored and managed with one comprehensive console.
 7. Should be able to deliver comprehensive and tightly integrated management capabilities and which include performance & availability of servers, web servers, web applications, network, desktop, and storage.
 8. Capable of bandwidth throttling for the optimum use of network bandwidth for managing infrastructure.
 9. Management of all systems using intelligent agentless technology with secured and reliable communication between managed and managing systems irrespective of OS like UNIX and Linux and Windows Server (all versions).
 10. Multiple levels of administrative delegation. The framework shall be able to define multiple levels of administrative domains and regions so that each administrator is assigned certain resources for which they are responsible for managing the application from the business perspective.
 11. System should provide many different types of topology representation. To perform the following:
 1. Display physical connections of the different devices being monitored in the system.
 2. Display flat maps of the entire network or networks in a single view.
 12. To maintain efficient management traffic and the system support localized polling and minimize management traffic across low-speed links.
 13. Should be able to provide HA in management visibility of the infrastructure.
 14. Tool should have option to collect and store system logs from target devices including firewalls, routers, switches, wireless controller,

servers etc.

15. Tool should have multiple filtering options for incoming system logs based on target device, log_ID, severity, level, message, OS type, etc.
16. Tool should allow QoS monitoring of WAN links across multiple technologies like Cisco IP SLA etc. across multiple protocols like HTTP, TCP, FTP, DNS etc.
17. QoS parameters should include link response time, link-level latency, link-level packet loss, link-level jitter, Round-Trip- Time etc.
18. Tool must support CLI-based network device configuration snapshot management including backup of configuration files, traffic logs, messages etc., pushing configuration files to target network devices, with option to perform remote firmware upgrades.
19. The configuration changes to be done on target network devices must follow an approval-based system wherein changes can be performed only after required approvals are passed. Tool must have in-built approval mechanism along with option to integrate with Change Management module of other ITSM tools for the approval process.
20. Tool must provide option for target CLI-based network device vulnerability detection based on their model number and firmware version. It should also provide options to remedy the vulnerabilities with help of pre-configured scripts for certain vulnerability types.
21. Tool must provide option to perform standard compliance checks like PCI-DSS, NIST, DISA etc. across all target CLI-based network devices.
22. Tool must provide an option for taking remote access via Telnet / SSH to target CLI-based network devices with an option to record all sessions to capture all commands being executed on the remote devices.

PRODUCTS COMPLIANCE SHEET

S No	Item Description	UOM	QTY	Proposed Make	Proposed Model	Is Proposed Make & Model Complied all the Detailed Technical Specifications mentioned in Annexure-A ? (Yes/ No)
1	48 Ports L3 Core Switch as per specifications mentioned in Annexure-A	NO	1			
2	24 Ports L2 Access Switch as per specifications mentioned in Annexure-A	NO	2			
3	48 Ports L2 Access Switch as per specifications mentioned in Annexure-A	NO	3			
4	Next Generation Firewall (NGFW) in High Availability (HA) as per specifications mentioned in Annexure-A	NO	2			
5	Unified Data Storage Appliance as per specifications mentioned in Annexure-A	NO	1			
6	Enterprise Management System for IT Network Infrastructure as per scope	NO	1			

We hereby confirm that above proposed make & model is complied with product specifications as per Annexure – A to the Scope of Work under Section-VIII of this tender.

Signature of Authorized Signatory of Bidder:
 Name of Authorized Signatory of Bidder:
 Designation of Authorized Signatory of Bidder:
 Date:
 Organization Seal/Stamp:

PART – B: COMPREHENSIVE SUPPORT & MAINTENANCE OF SECI IT NETWORK INFRASTRUCTURE

Provision for Repeat Order:

1. SECI planning to open New Office Premises at World Trade Center, Nauroji Nagar, New Delhi.
2. The successful L1 Bidder/Contractor/Service Provider shall provide all the services/works mentioned under this contract for the “**Part-B: Comprehensive Support and Maintenance of the SECI IT Network Infrastructure**” at the same price, terms & conditions as per the requirement of SECI within the validity of the existing contract.

The Successful bidder/ Contractor/ Service Provider will provide comprehensive support and maintenance for SECI IT Network Infrastructure that covers the existing & newly purchased (by this tender) Network Equipment and Audio/Video Systems for three years from the date of installation & commissioning of the system as per **Part-A**.

1. The indicative details of existing equipment to be covered under the Part-B: Comprehensive Support & Maintenance of SECI IT Network Infrastructure are given in Annexure-C to the Scope of Work under Section-VIII of this document. Service Provider’s engineers should be capable of troubleshooting and looking after the health of the system during the support & maintenance period. This includes upkeep & smooth operation of all SECI IT Infrastructure. Additionally, the following shall also apply:
 - i. During the support & maintenance, the Service Provider shall use his instruments/tools, spares, man-hours, communication facilities, hardware, software, materials, etc. for the rectification of any problem.
 - ii. Service Provider shall provide the total maintenance of equipment/systems during the support & maintenance period at sites. It shall include free provision of spare parts, and replacement of any hardware as and when necessary.
 - iii. The Service Provider is responsible for all software/firmware upgrades, removing viruses, implementation of patches, and services shall be provided at no additional cost to SECI.
 - iv. All services, work, and deliverables will be professionally performed by qualified personnel as per industry standards. In addition, the Service Provider warrants that the performance of work will not violate any law, rules, or regulations and the Service Provider will acquire all required permits and licenses.
 - v. Service Provider shall adopt industry best practices related to information security in solution design which must be complying of CERT/MEITY guidelines.

- vi. The Service Provider needs to have the suggested list of items to be stocked as spares for immediate fault rectification, schedules for periodic onsite maintenance of items, etc.
- vii. The Service Provider will be responsible for Preventive maintenance of all the components supplied and installed under their work order/purchase order. The Service Provider will have to carry out the preventive maintenance exercise at least once in 3 months for active components.
- viii. The Service Provider will be responsible for facilitating the warranty services provided by the OEMs.
- ix. The Service Provider will be responsible for providing troubleshooting support for all networking-related issues.
- x. The Service Provider will initiate action immediately after reporting any fault to the service desk. If the complaint cannot be closed within SLA timings, then the Service Provider will provide standby hardware of equivalent configuration and take the faulty hardware under repair which shall be restored after repairs. LD provisions will not be applicable for such complaints/issues.
- xi. The maintenance work shall normally be carried out within SECI's office premises. However, hardware can be allowed to be taken to their workshop on specific request by the Service Provider if the same is not possible at the site.
- xii. Transport charges & transit insurance for transportation of the equipment/items for repairs safely to and fro its workshop will have to be borne by the Service Provider.
- xiii. Defective spare parts removed from the system will be replaced with spare parts of equivalent or better performance and on replacement the working spare parts installed in the system will become the property of SECI and the spare parts removed for repairs/ replacement shall become the property of the Service Provider.
- xiv. Necessary infrastructure should be available at the works/ premises of the Service Provider to carry out repairs of defective hardware/ parts for which he must have a workshop/office in Delhi NCR Region.
- xv. Upon expiry of the contract, the Service Provider shall hand over the system in perfect working condition to SECI, failing which Performance Bank Guarantee will be forfeited.
- xvi. Comprehensive support & maintenance include comprehensive onsite maintenance, service, repair, rectification, replacement, etc. of all the tentative hardware components/ devices listed in Annexure-C as well as any associated and related hardware equipment/ devices.
- xvii. Service Provider must provide Escalation Matrix comprising mobile numbers and email IDs.

Description of Services and Deliverables

2. User Support

It will involve enabling the SECI employees to optimum use of IT Infrastructure to achieve efficiency in their routine work. It would cover basic guidance and support for handling the IT Infrastructure which will constitute items like Desktops, Laptops, Printers, Operating Systems, Office Software, Internet, and other such applications. To ensure continuous availability & upkeep of SECI IT Network Infrastructure including Servers, Switches, Firewalls, and other equipment included in the contract available at SECI as per the details:

1. To repair/ replace faulty components with standard spares.
2. Installing/ Configuring/ Trouble Shooting of Operating Systems (OS) & other applications.
3. Data Backup/ Recovery and Other Support.
4. Service Support for IT Network, Storage.

3. Service Desk Management

Log user calls/incidents/service requests through the SECI provisioned Service Desk portal and respond to the calls immediately as per the defined SLA in the document. A monthly calls/incidents/service requests report along with data backup/restore details will be fetched from the aforesaid portal for the SLA calculation.

4. Virus/Malware Control Service

- 4.1. Use of SECI's Licensed copies of Antivirus Software for Servers, Laptops and Desktops.
- 4.2. Registering and Updating the Antivirus software on all the Servers, Laptops, and Desktops in SECI.
- 4.3. Diagnosing and rectifying any virus/malware problems that can be fixed by the Antivirus or OS Patches.
- 4.4. Arrange to get all software bug fixes, patches, and upgrades from the concerned software principals. However, SECI shall provide necessary software support agreements that have provisions of the same.

5. Network and Server Management Support

Ensure that the Network is trouble-free and well optimized along with liaising with the Internet Service Provider for uninterrupted Internet connectivity.

- 5.1. LAN Management, Network Security Management
- 5.2. Re-patching of patch cords on a need basis.
- 5.3. Manage effectively and efficiently the day-to-day Network Operations of the Internal LAN.
- 5.4. Fault Management - Diagnose Network issues and resolution thereof.
- 5.5. Performing backup operations for the Servers as per the defined backup strategy, ensuring proper storage and handling of media to prevent data loss.

5.6. Maintaining log sheets of backups taken, server backup and restore operation.

6. Onsite Technical Support Personnel's

- 6.1. 02 (Two) onsite technical service personnel should be available on a full- time basis at the Corporate Office of SECI from 09:15 AM (Entry Time) to 06:15 PM (Exit Time) on weekdays (Monday to Friday). However, the above said personnel should be available on weekends (Saturday and Sunday) and/or holidays as and when required by SECI.
- 6.2. Alternate personnel must be deployed as a replacement in case of deputed personnel stays on leave for half-day or full-day(s) subject to prior intimation/approval.
- 6.3. In case of delay, more than 30 minutes after the above-mentioned entry time as mentioned above would be considered as half-day leave and a delay of more than 3 hours shall be considered as a full-day leave. These leaves would be considered for deduction in payment as mentioned elsewhere in this document.
- 6.4. In case the deployed resource intends to leave the firm, the Service Provider should inform SECI one month in advance and depute the new resource 15 days before the last working day of the existing personnel for proper handover of work.
- 6.5. SECI reserves the right to replace the deployed resource in case of non-satisfactory performance. Service Provider will provide the substitute within 7 days from the date of intimation. If the substitute is not provided within a week penalty will be deducted as per SLA.
- 6.6. It is a mandatory requirement that onsite technical service personnel must have a mobile phone.
- 6.7. The minimum qualifications and experience of the Technical Service Personnel and their functional responsibilities would be as follows:

S No	Category	Qty	Qualification & Experience
1	Server & Network Support	1	<p>Any Graduate with Diploma in Computers OR Degree/ Diploma in Computer Science/IT/ Electronics.</p> <p>Experience: Minimum 05 Years on Installation/ Configuration and Support on Servers, Network Equipment such as Switch, Firewall etc. Knowledge of LAN Concepts.</p> <p>Certification: CCNA/ CCNP or equivalent.</p>
2	Infrastructure Maintenance Support	1	<p>Any Graduate with diploma in Computers OR Degree/ Diploma in Computer Science/IT/ Electronics.</p> <p>Experience: Minimum 03 Years on Installation/ Configuration and Support on Desktops, Laptops, Printers, MFP, etc. Knowledge of LAN Concepts and Video Conferencing System Support.</p>

7. Service Level Agreement (SLA)

Quality of Service is measured by using some predefined metrics and it varies from service to service. The table below gives some metrics with expected Quality of Service (QoS) values: -

Metric Name	Formula	Penalty
Resolution Time	Number of Calls closed within the stipulated maximum resolution time / Total number of Calls received in the Quarter * 100%	90%-95%: 5% penalty 85%-90%: 7% penalty Less than 85%: 10% Penalty
Data Backup/ Restore Management (Maintain logsheet)	Number of backups/ Restore taken in the Quarter/ Number of scheduled backups/ Restore * 100%	90%-95%: 5% penalty 85%-90%: 7% penalty Less than 85%: 10% Penalty

8. Severity Level

Service Requests/ Calls/ Incidents are assigned severity depending on

1. The affected number of users
2. Category of Users
3. The type of service affected by the fault.

The following matrix defines the description of the severity levels:

Severity Level	Description of Service Requests/ Calls/ Incidents
1	Network-related incidents, Affecting the majority (80% or more) of the users (e.g. Internet, E-mail Service, Web Service, etc.), Security issues in the network, Outbreak of Virus/Malware.
2	From CMD/ MD/ Director/ CVO, GM, and their offices.
3	Affecting many users such as the non-availability of shared resources (e.g. Servers, Video Conferencing Systems, LAN, Printers), etc.
4	Affects a small group in a block or individual users, troubleshooting hardware/ software.

9. Service Level Required

Service level defines the level of service required for an individual Call/ Incident/ Service Request. The following matrix defines the Service Level Agreement that SECI requires:

Severity Level	Maximum Resolution Time (MRT)
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Severity 1 & 2	3 Hours
Severity 3	5 Hours
Severity 4	7 Hours

Maximum Resolution Time (MRT): The maximum resolution time shall be defined as the maximum time to resolve the call/ incident/ service request from the time of its reporting.

INDICATIVE LIST OF IT ASSETS

S. No.	Item Description	Qty	Tentative Purchase Date
1	Full HD Camera for VC (ClearOne Unite 150 PTZ	02	Dec 2021
2	Studio HD Camera for VC (Polycom P009)	02	Nov 2020
3	Expansion Mic (Polycom EX-MIC Rev C2)	02	Nov 2020
4	Wall-Mounted Speaker (Apart MASK8F-BL)	04	Mar 2021
5	Amplifier (Apart Revamp 2600)	02	Mar 2021
6	Amplifier (Apart Revamp 2150)	01	Feb 2018
7	Wireless Transmitter Mic (Sennheiser SKM-XSW e835)	01	Feb 2018
8	Wireless Receiver (Sennheiser EM-XSW 2)	01	Feb 2018
9	Sennheiser Gooseneck MIC MEG 14 40	01	Feb 2018
10	Server (HP Proliant DL380)	01	Jan 2018
11	Storage Server (Dell NX3240)	01	Aug 2019
12	Server (IBM x3250 M4)	01	Jan 2014
13	Switch (CISCO SG300-28)	04	Jul 2016
14	Switch (D-Link 3130-30TS)	05	Aug 2020
15	Switch (D-Link 3130-30PS)	02	Aug 2020
16	Switch (D-Link 3130-54PS)	03	Aug 2020
17	Ceiling Speakers (Apart)	09	Feb 2021
18	Tabletop Mic (Sennheiser 114-SB)	09	Mar 2021
19	Splitter (Ugreen - 50710)	02	Mar 2021
20	DSP (Biamp Nexia VC)	02	Mar 2021
21	ClearOne (Converge Pro 2) AC	01	Dec 2021
22	ClearOne (Converge Huddle)	01	Dec 2021
23	ClearOne (Dialog 20) Wireless Mic	01	Dec 2021