

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.
(A Unit of H.P. Government Undertaking)



e-Tender
for
Selection of Agency for Annual Maintenance Contract of
Network Equipment of HIPA

E-Tender No: HPSEDC/AMC-HIPA/2K25-6370

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.,
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Email: procurement@hpsedc.in

Website: www.hpsedc.in, tender document can also be downloaded from <https://hptenders.gov.in>

25-08-2025

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SECTION-I

INVITATION FOR E-BIDS

1.1 E-TENDER NO: HPSEDC/AMC-HIPA/2K25-6370

Note: The Press e-Tender Notice published in following daily Newspapers for inviting e-Tenders for Selection of Agency for Annual Maintenance Contract of Network Equipment of HIPA. During warranty period and post warranty period, in case there is any decrease/increase in prices, HPSEDC may asked the bidders to submit revised quotes in sealed envelopes. The tender notice will be published in the following new papers.

1. Divya Himachal (Chandigarh/ Delhi Edition)
2. The Tribune (Chandigarh/ Delhi Edition)

The detailed e-Tender document contained in following sections has been prepared to elaborate all techno-commercial conditions of this tender. In case of any discrepancy between the Press Advertisement and detailed provisions of this Tender Document, the latter will prevail. For any further changes (if any, based on feedback/ queries from any quarter and pre-bid meeting) in this tender document, please see its updated version/corrigendum on www.hpsedc.in and <https://hptenders.gov.in>.

A) e-Tenders are invited by the undersigned from eligible bidders, i.e., Original Equipment Manufacturers (O.E.M.)/ Principal National Distributors/ Country Channel Partners in India (in case of imported equipment)/ Large Scale Systems Integrator duly authorised by the manufacturer for these Hardware Equipment as per technical specifications in Annexure-I and providing after sale support during warranty period.

1.2 GIST OF IMPORTANT GENERAL CONDITIONS

- 1) The tender has been floated for Selection of Agency for Annual Maintenance Contract of Network Equipment of HIPA as per specifications mentioned in Annexure- “I”. The rate will be finalised for all the components involved in the bid where the bidder has quoted lowest (L1) rate. L1 bidder shall be determined based on the lowest quoted amount. **Only L1 rates** will be conveyed and accordingly purchase orders would be placed for only L1 bidder’s rates. However, since the equipment may also to be procured and supplied so reasonability of the rates would be ascertained by the tender committee w.r.t. other tenders/ rate contracts in the market. Bidders must ensure that the **rates quoted for this tender/ rate contract are better** (or at least equal) than the rates in other rate contracts/ government supplies or open market anywhere else in the country.
- 2) After finalizing the L1 rates, the work order will be placed to L1 bidder for the quantity mentioned in this RFP. Therefore, bidders are advised to quote their best rates.
- 3) In case of Purchase of items, unless otherwise specified for a part of the order, the supplies should be completed within **6-8 weeks** from the date of placing the supply order except for snowbound/ tribal areas, where delivery can be made within 8-10 weeks. Delivery is to be made FOR destination and Installation has to be completed within **1 week** after supply of material. In Remote and snowbound areas delivery may be done at nearest district head quarter, in case the area is cut-off for the time being. The Managing Director, HPSEDC reserves the right to extend the delivery period based on the request of the supplier, wherever required.
- 4) The committee reserves the right to negotiate the rates with L1 bidder to bring them to a reasonable level based on the best prices offered by other bidders and current market rates.
- 5) If the bidder quotes/ reduces, its price to render similar goods, works or services at a price lower than any tender/ rate contract price to anyone in the Country at any time during the currency of this tender, the price shall be automatically reduced with effect from the date of reducing or quoting lower price, for all delivery of the subject matter of procurement under this tender and the same shall be amended, accordingly. The tender holder shall furnish the certificate to the HPSEDC that the provisions of this clause have been complied with in respect of supplies made or billed for upto the date of this certificate. On the conclusion of the tender the successful bidder shall furnish a certificate that the provision of this clause has been complied with during the period of tender/ rate contract.
- 6) Any prospective bidder can procure the Tender Document from the “H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD., FIRST FLOOR, I.T.

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BHAWAN, MEHLI, SHIMLA-171013, (H.P)”. Tender can also be downloaded from website <http://www.hpsedc.in> and <https://hptender.gov.in>.

The tender document will be available on all working days up to last date of bids submission on payment of Rs.2000/- (Rupees Two Thousand only) non-refundable, by demand draft/ RTGS in favour of “HP State Electronics Development Corporation Ltd., Shimla” payable at Shimla. If the tender document is downloaded from the website, the tender fee will have to be deposited along with the bid as a separate bank draft. E-tenders will be uploaded on HP Government e-Procurement portal <https://hptenders.gov.in> as well on HPSEDC website www.hpsedc.in. Interested bidder can participate by procuring tender.

1.3 SCHEDULE OF THE TENDER PROCESS:

S. No.	Information	Details
1.	RFP No. and Date	No: HPSEDC/AMC-HIPA/2K25-6370 Date: 25/08//2025
2.	Price of Tender Document	Rs. 2,000/-
3.	Earnest Money Deposit	Rs. 20,000 (Rupees Twenty thousand only)
4.	Bid validity period	180 days from the last date (deadline) for submission of e-Tenders
5.	Last date of receiving queries from bidders	Pre-Bid queries will only be accepted up to 01/09/2025 at 5PM through email and no query will be entertained after 01/09/2025 through e-mail (procurement@hpsedc.in)
6.	Pre-Bid Meeting	Pre-Bid meeting will be held on 02/09/2025 at 11:30AM for discussion on the queries submitted up to 01/09/2025 through video conference. Video Conferencing link is as under: https://meet.google.com/fkb-hikn-okv
7.	Bid submission start date	08/09/2025 at 11:00 AM
8.	Bid submission End date	19/09/2025 at 02:30 PM
9.	Opening of e-Tenders Bids	20/09/2025 at 02:30 PM
10.	Tender Download Site	www.hpsedc.in & https://hptenders.gov.in
11.	Venue	H.P. State Electronics Development Corporation Ltd., 1 st Floor, I.T. Bhawan, Mehli, Shimla-171013, H.P.

- (i) Eligibility-cum-Technical Bids shall be opened initially, and eligibility documents will be evaluated.
- (ii) Thereafter Technical Bids of Eligible Bidders shall be evaluated.
- (iii) Commercial Bids of Eligible and Technically qualified bidders will be opened thereafter.

**** Any corrigendum, modifications, changes related to this tender before the day of bid submission shall be notified on website www.hpsedc.in or <https://hptenders.gov.in> only.**

1.4 Notwithstanding anything else contained to the contrary in this Tender Document, the Managing Director, H.P. State Electronics Development Corporation Ltd., Shimla reserves the right to cancel/withdraw/ modify fully or partially the “Invitation for Bids” or to reject one or more of the bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

1.5 INSTRUCTIONS TO BIDDERS FOR ELECTRONIC TENDERING SYSTEM

1.5.1 Registration of bidders on e-Procurement Portal: -

All the bidders intending to participate in the tender processed online are required to get registered on the centralized e - Procurement Portal i.e., <https://www.hptenders.gov.in>. Please visit this website for more details. In case of any problem in registration, please contact on toll free No. 1800-3070-2232

1.5.2 Obtaining a Digital Certificate:

1.5.2.1 The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.

1.5.2.2 The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from:

1.5.2.3 Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during of bid preparation stage. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system, or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and keep the copies at safe place under proper security (for its use in case of emergencies).

1.5.2.4 In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate/power of attorney /lawful authorization to that User. The firm must authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the company/firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

1.5.2.5 In case of any change in the authorization, it shall be the responsibility of management/ partners of the company/firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

1.5.2.6 The same procedure holds true for the authorized users in a private/public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

1.5.2.7 Pre-requisites for online bidding:

In order to bid online on the portal <https://www.hptenders.gov.in>, the user machine must be updated with the latest Java & DC setup. The link for downloading latest java applet & DC setup is available on the Home page of the e-tendering Portal.

1.5.3 Online Viewing of Detailed Notice Inviting Tenders (N.I.T.):

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://www.hptenders.gov.in>

1.5.4 Download of Tender Documents:

The tender documents can be downloaded free of cost from the e-Procurement portal <https://www.hptenders.gov.in> and www.hpsedc.gov.in.

1.5.5 Key Dates:

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

1.5.6 Bid Preparation (Qualification & Financial)

1.5.6.1 Payment of Tender Document Fee & EMD of online Bids: The payment for Tender document fee and EMD can be made as mentioned in schedule of the tender process.

1.5.6.2 The bidders shall upload their eligibility and technical offer containing documents, qualifying criteria, technical specifications, schedule of deliveries, and all other terms and conditions except the rates (price bid).

1.5.6.3 The bidders shall quote the prices in price bid format only.

1.5.6.4 If bidder fails to complete the Online Bid Preparation at Submission stage on the stipulated date and time, his/hers bid will be considered as bid not submitted and hence not appear during tender opening stage.

1.5.6.5 Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://www.hptenders.gov.in>.

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1.5.6.6 For help manual please refer to the 'Home Page' of the e-Procurement website at <https://www.hptenders.gov.in>., and click on the available link 'How to ...?' to download the file.

1.5.6.7 Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in.

NB: Any changes/corrigendum/revised tender related to this Tender Document will be published on our website www.hpsedc.in and <https://hptenders.gov.in>. Therefore, prospective bidders are requested to see the updates on these websites regularly.

SECTION 2

INSTRUCTIONS TO BIDDERS

A- INTRODUCTION

2.1. Eligible Bidders

Sr. No.	Pre- Qualification Criteria	Required details to be accompanying the bid document
1.	The bidder should be registered under the Indian Companies Act, 1956/ 2013 or Proprietor's firm/ Partnership Firms (LLP) registered under LLP Act 2008 or subsequent amendments. There to having valid Government licence and GSTN and PAN.	Memorandum of Association (MoA), Articles of Association (AoA) of bidder Detailed profile of the Company/ Firm/ Government License COI (Certificate of Incorporation) GSTN PAN
2.	(i) Tender Document Fee in favour of Managing Director, H.P. State Electronics Development Corporation, I.T. Bhawan, Mehli, Shimla-13. (ii) Earnest Money Deposit (EMD) in the shape of Demand Draft/ RTGS valid for 180 days in favour of Managing Director, H.P. State Electronics Development Corporation, I.T. Bhawan, Mehli, Shimla-13.	(i) Demand Draft (DD) of Rs. 2,000/- (Rupees Two Thousand only) (ii) Earnest Money (Rs. 20,000) Deposit (EMD) DD / EMD may be submitted through RTGS in HPSEDC A/c: (A/C No. 050010200006521, IFS Code: UTIB0000050, Axis Bank, SDA Complex, Shimla-9, HP.) Receipt/Copy of the demand draft/RTGS should be uploaded.
3.	The Authorized Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Managing Director/ Board of Directors / Managing Partner of the Bidding Company to sign the Bid and the Contract on their behalf.	A Certificate from the Managing Director/ Managing Partner of the Bidder certifying that the Bid signatory is authorized to do so.
4.	The Bidder should be either Original Equipment Manufacturer (OEM) or Authorised Principal National Distributor/ Regional Distributor/ Authorized Reseller/ Importer/ large Scale system integrator duly authorised by the OEM (Original Equipment Manufacturer) of the required equipment respectively. It will, however be, preferred that the Original Equipment Manufacturers (O.E.M.) quotes directly.	Relevant document against this claim
5.	The average annual turnover (in terms of sales of hardware of similar nature as that of items listed in the RFP in India) of the OEM whose	Audited Balance sheets from company Statutory Auditor/ CA certificate of

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	equipment are sought to be supplied, should be 2 Cr for the last 3 years, i.e., for year 2022-23, 2023-24 and 2024-25.	OEM & financial data for the last three years
6.	The average annual turnover of the bidder should be Rs 1 Crore during last 3 years i.e for year 2022-23, 2023-24, 2024-25.	Audited Balance sheets from company Statutory Auditor/ CA certificate of Bidder & financial data for the last three years
7.	The Bidder should have experience of execution of similar works during the last three years to any Government/Semi Govt./ PSUs/ Autonomous bodies of Central/ State Govt.	Copy of work orders/Contracts
8.	The Bidder should have certifications like ISO 9001:2015	Copy of Valid certificates from accredited organizations
9.	The bidder should either have positive Net worth in last three years or should be a profit-making Company/ firm in any two years during the immediately preceding last 3 financial years as per audited balance sheets.	Supporting financial documents/Balance sheet/ certificate from company's Statutory Auditor/ CA
10.	OEM should have presence in INDIA for more than 5 years	Supporting documents such as Company registration certificate etc.
11.	Bidder Service Assistance and Call registration should be available 24*7, without any holidays.	Supporting documents should be submitted
12.	OEM Toll Free Technical Assistance Centre should be available 24X7, without any holidays. The bidder and OEM should have its own website having product related information (for OEM) and support related information.	Contact information and availability hour's details.
13.	The Bidder should not have been declared ineligible at the time of bid submission and at the time of placing of supply order due to corrupt and fraudulent practices with any of the departments of the Central, State Governments Deptt. and PSUs of Central/ State Govt.	Certificate from the authorized signatory prescribed in Form-C.
14.	The bidder should have submitted the declaration of acceptance of terms and conditions of this RFP as per FORM B	Declaration from Authorized Signatory as per FORM B
15.	The Bidder should already have reasonable support base in this region. The Purchaser's discretion regarding reasonableness of support base shall be final. It is clarified that this clause pertains to only the existing level of support. The actual support required to implement this arrangement has been described in the relevant section.	Supporting documents/ certificate from company's authorised signatory shall be submitted by the bidder.

Note: -

Exemption, if any in evaluation criteria or any other terms & conditions of this document, will be as per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 issued by Controller of Stores Himachal Pradesh or any other orders issued by Govt. of Himachal Pradesh in case the committee deems it fit.

It is reiterated that Purchaser's decision regarding Bidder's eligibility will be final and binding on all the Bidders.

If the bidder happens to be a System Integrator (SI), should have a national presence besides meeting the turnover criteria and having a sustained relationship with the O.E.M. in the past. The Bidder (or his OEM) must be able to establish his capability to execute the order(s) by showing satisfactory/ timely delivery, where similar numbers of equipment(s) and its allied accessories are involved.

2.2 Cost of Bidding:

2.2.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and H.P. State Electronics Development Corporation Ltd., Shimla (hereinafter referred to as the 'Purchaser' or "HPSEDC" in short) will in no case be responsible or liable for these costs, whether or not the Bid is finally accepted.

B- TENDER DOCUMENT

2.3 Contents of Tender Document:

2.3.1 This Tender Document comprises of the following Parts/ Sections.

Section-1: Invitation for e-Bids

Section-2: Instructions to Bidders

Section-3: General Conditions of the Tender & Contract

Section-4: Scope of Work

Section-5: Technical Specifications & Annexures.

2.4 The Bidder is expected to examine the Tender Document carefully. Failure to furnish all information required as per the Tender Document may result in the rejection of the Bid.

2.5 Clarification regarding Tender Document:

The clarifications/ changes in tender document/ corrigendum can be uploaded by giving atleast 7 days to the bidders for submission of bids.

2.6 Amendment of Bids:

2.6.1 Bids once submitted cannot be amended. However, in some circumstances (such as major anomaly in the technical specifications having a major impact on pricing), the Purchaser may decide to take fresh bids from all the Bidders before opening of the Commercial Bids.

2.6.2 In order to afford prospective Bidders reasonable time to make amendment in their bids, the Purchaser may, at his discretion, extend the deadline for the submission of bids. However, no such request in this regard shall be binding on the Purchaser.

C - PREPARATION OF BIDS

2.7 Language of Bid & Correspondence:

2.7.1 The Bid will be prepared by the Bidder in English language only. All the documents relating to the Bid (including brochures) supplied by the Bidder should also be in English and the correspondence between the Bidder & Purchaser will be in English Language only. The correspondence by Fax / E-mail must be subsequently confirmed by a duly signed copy (unless already signed digitally).

2.8 Documents comprising of Bid:

The Bidder will prepare the bid in two parts.

I. FEE-ELIGIBILITY CLAIM-CUM-TECHNICAL BID:

In support of his eligibility cum technical bid, a Bidder must submit/upload the relevant

documents strictly in accordance with Proforma B marked with page numbers on e-portal <https://hptenders.gov.in>.

Packet-I (Fee/other Eligibility Documents/Technical) (to be uploaded in Packet-1 on e-procurement portal)

II. COMMERCIAL BID:

Commercial Bids of only eligible and technically qualified bidders will be opened as per the date notified by the purchaser on its website (www.hpsedc.in and <https://hptender.gov.in>). Those technically qualified bidders who have also deposited the tender cost and Bid Security shall be termed as Substantially Responsive (i.e., eligible, and technically qualified and have also deposited Bid Security & tender cost). The Tender Committee's determination of a Bid's responsiveness is to be based on the contents of the Bid itself and not on any extrinsic evidence. However, while determining the responsiveness of various Bidders, the Tender Committee may waive off any minor infirmity, which does not constitute a material deviation. The decision of the Tender Committee in this regard shall be final.

The bidder has to submit their Commercial Bids online as per BOQ in Packet-2 on the e-procurement portal.

(i) Sample BOQ / Price Bid will be as per Schedule I.

2.9 Bid Currencies:

2.9.1 Prices shall be quoted in Indian Rupees.

2.9.2 The contract price shall be paid in Indian Rupees.

2.10 Bid Security:

2.10.1 The Bidder shall furnish Bid security, as part of its bid as mentioned hereunder. Any bid submitted without bid security or with the lesser bid security amount, as indicated below may be rejected being non-responsive.

Sr. No.	Description	Bid security amount in Rupees.
1.	e-Tender for Selection of Agency for Annual Maintenance Contract of Network Equipment of HIPA	Rs 20,000/- (Rupees Twenty thousand only)

2.10.2 The Bid Security is required to protect the Purchaser against the risk of Bidder's conduct which may require forfeiture of security pursuant to Para 2.10.8.

2.10.3. The Bid Security shall be in the shape of Demand Draft/ through RTGS in favour of “M.D., H.P State Electronics Development Corporation Ltd., Shimla” Payable at Shimla.

2.10.4 Any bid not secured in accordance with Para 2.10.1 and 2.10.3 will be rejected by the Purchaser.

2.10.5 Unsuccessful Bidders’ Bid Security will be refunded as promptly as possible.

2.10.6 The successful Bidder's bid-security will be discharged upon the Bidders executing the contract and furnishing the performance security in accordance with Para 3.5.

2.10.7 No interest will be payable by the Purchaser on the above-mentioned Bid Security.

2.10.8 The Bid Security may be forfeited:

1. If a Bidder withdraws its bid during the period of bid validity specified by the bidder and required by the Purchaser.
2. During the tendering process, if a Bidder indulges in any such activity as would jeopardise or unnecessarily delay the tender process. The decision of the Purchaser regarding forfeiture of the Bid Security/EMD shall be final & shall not be called upon question under any circumstances.
3. In the case of a successful Bidder, if the Bidder fails,
 - (i) to sign the contract by raising issues contrary to the provisions of the RFP or the Bid or undertakings given during evaluation of bids, or
 - (ii) to furnish Performance Security, or
 - (iii) Violates any of such important conditions of this tender document or indulges in any such activity as would jeopardise the interest of the Purchaser. The decision of the Purchaser regarding forfeiture of the Bid Security shall be final & shall not be called upon question under any circumstances.

2.11 Period of validity of Bids:

2.11.1 For the purpose of placing the order, the Bids shall remain valid for at least 180 days after the date of bid opening. A bid valid for a shorter period may be rejected by the Purchaser as being non-responsive. During the period of validity of Bids, the rates quoted shall not change. However, in case of general fall in prices of a

product in the IT/ Electronics Industry before despatch of goods, such a reduction shall be passed on to the Purchaser after mutual negotiations.

- 2.11.2 In exceptional circumstances, the Purchaser may ask for extension of the period of validity and such a request shall be binding on the Bidder. The Purchaser's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

D-SUBMISSION OF BIDS

2.12 Submission of Bids:

- 2.12.1 Bidder(s) shall submit their bids only on online e-procurement portal www.hptenders.gov.in. All the instructions regarding e-bids submission are also available on www.hptenders.gov.in.
- 2.12.2 The original DD or RTGS documents related to tender cost and bid security should be deposited in HPSEDC on or before the last date and time for bids opening.
- 2.12.3 Every envelop and forwarding letter of various parts of the Bid shall be addressed as follows:

The Managing Director,
H.P. State Electronics Development Corporation Ltd., First Floor,
IT Bhawan, Mehli, Shimla-171013.

2.13 Deadline for Submission of Bids:

- 2.13.1 Bids will be online submitted/uploaded on e-procurement portal <https://hptenders.gov.in> on or before the deadline mentioned on the e-portal.
- 2.13.2 The Purchaser may, at its discretion, extend this deadline as per Para 2.6.2. The Purchaser may also extend this deadline for any other administrative reason.

2.14. Bids not submitted online:

- 2.14.1 Any bid not submitted/uploaded through e-portal will not be received by the Purchaser after the deadline for submission of bids prescribed by the Purchaser, as per clause 2.13.1 or 2.13.2, will be rejected.

2.15 Modification and withdrawal of Bids:

- 2.15.1 E-bids can be modified up to last date & time has not been closed by e-procurement system.
- 2.15.2 E-Bids cannot be withdrawn in the interval after its submission of bids and before the expiry of Bid's validity specified by the Purchaser. Withdrawal of Bid during this interval may result in the forfeiture of Bidder's Bid security pursuant to clause 2.10.8.

E-BID OPENING AND EVALUATION

2.16. Opening of bids by Purchaser:

2.16.1 The e-Bids shall be opened on the date and time already described in the tender/e-portal or on any other later day and time fixed as per Para 2.6.2 or other enabling provisions in this behalf, in H.P State Electronics Development Corporation Ltd, First Floor, IT Bhawan, Mehli, Shimla-13 (H.P.) in the presence of representatives of the Bidders who may choose to attend the proceedings. The representatives of Bidders will sign a register in evidence of their presence.

2.16.2 In order to assist in the examination, evaluation and comparison of Bids, the Purchaser may at its discretion ask the Bidder for a clarification regarding its Bid. The clarification shall be given in writing, but no change in the price or substance of the Bid shall be sought, offered or permitted.

2.16.3 In the first instance, Eligibility bid documents uploaded on the e-portal will be opened and evaluated for eligibility of each Bidder will be ascertained. Commercial Bids of only those Bidders shall be evaluated who are found to be eligible as per the criteria laid down in para 2.1 and 2.8 (I) and submitted bid security and tender cost as per Para 2.10. In doubtful cases (where further documents or clarification are required to establish eligibility), the Purchaser in its discretion, may seek clarifications. However, such Bids can be rejected subsequently, if it is found that the bidder has claimed eligibility on false grounds.

2.16.4 The Technical e-Bids of only the Eligible Bidders will be opened and the contents (particularly Compliance Sheets) will be announced/ displayed in the presence of all Bidders or their representatives.

2.16.5. Scrutiny of Technical Bid:

The product proposed in the bid document of only eligible bidders will be evaluated as per the requirements specified in the RFP/ Tender Document. The "Compliance Sheets" submitted by the Bidders shall be compared against the Product Catalogue and authenticated circulars regarding latest changes in the specifications. It will thus be ascertained whether the product offered by the Bidder matches with the minimum requirement of the Purchaser as given in the Technical Specifications in this Tender Document. In case of a doubt the Purchaser may require the bidder to produce the quoted equipment(s) for physical inspection and demonstration, so that components could be seen to ascertain the veracity of the Bidder's claim about specifications.

The Tender Committee may undertake oral and or written clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. It is, however, clarified that subject to other provisions of this document, every bidder will have to fulfil the minimum technical specifications laid down in this document for being qualified technically. In order to assist in the examination, evaluation and comparison of Bids, the Tender Committee may at its discretion ask the Bidder for a clarification regarding its Bid. The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted. The Technical e-Bids of only the Eligible Bidders will be opened and the contents (particularly Compliance Sheets) will be announced in the presence of all Bidders or their representatives. An open discussion regarding technical parameters quoted by various Bidders may also take place, if required. The Compliance/ Deviation statement submitted by the Bidders shall be compared against the Product Catalogues and authenticated circulars regarding latest changes in the specifications. It will thus be ascertained whether the product offered by the Bidder matches with the minimum requirement as given in the Technical Specifications in this Tender Document. The Financial Bids of only those eligible and technically qualified bidders will be opened who also fulfil minimum technical requirements mentioned in this document.

The commercial Bids of only those bidders will be opened who fulfils the minimum technical requirements of the purchaser and are found substantially responsive as per Para 2.8 (II) read in conjunction with other relevant clauses/Forms. However, the Purchaser reserves the right of giving minor relaxation, if a particular Bidder is not able to exactly match the specifications given in the document, provided that such a minor deficiency does not substantially reduce the performance level and is suitably compensated by some extra feature in the product. Therefore, all Bidders must indicate in the Compliance Sheets, deviations, if any, extra features offered by them. The decision of the Purchaser about giving minor relaxation shall be final and shall not be called upon question under any circumstances. The evaluation committee, if so, desire may ask for the demonstration of the quoted solution/products, for which sufficient time will be given for arranging demonstration.

2.16.6. Opening of Bid Security:

The document containing bid security will be opened and checked at the time of determining eligibility of the bidders at the time of eligibility bid opening.

2.16.7. Opening of Commercial Bids of substantially Responsive Bidders:

The Commercial Bids of only those Bidders will be opened who are found substantially responsive. A Substantially Responsive Bidder is one which conforms to all the stipulations of para 2.8 (II) read with para 2.16.6 above. The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the Bid itself and not on any extrinsic evidence. However, while determining the responsiveness of various Bidders the Purchaser may waive off any minor infirmity, which does not constitute a material deviation. The decision of the Purchaser in this regard shall be final.

2.16.8 A Bid determined as not substantially responsive will be rejected by the Purchaser. Such a Bid will not be normally allowed to be made responsive subsequently by way of correction/ modification.

2.17. Evaluation and Comparison of Commercial Bids:

2.17.1 The comparison of Commercial Bids shall be done as follows:

2.17.2 Bid Comparison:

The Bidders are required to complete their Commercial Bid/ BOQ in Schedule - I. The commercial quote of the lowest bidder shall be notified as L1.

***Note :** The Bidder shall not quote prices subject to certain conditions. Bids containing any conditional prices may be rejected or the Purchaser may take a final decision in its discretion about such conditionality.*

2.18. RANKING OF BIDDERS:

2.18.1. Bidders will be ranked in the inverse order of total amount quoted.

2.18.2 Reduction in Statutory Duties and Levies:

If any reduction in taxes takes place after opening the commercial bids, but before despatch of goods; the Successful Bidder shall pass on the proportional benefit to the Purchaser. However, if any such reduction takes place after the opening of bids but before the finalisation of tender, revised sealed commercial bids shall be taken.

2.19. NEGOTIATIONS:

2.19.1 The Purchaser may finalise the Tender & award the Contract without any negotiations if it is satisfied with reasonableness & workability of the lowest

offers. Therefore, the bidders are advised to quote lowest possible rates in the first instance only.

- 2.19.2 During the negotiations a revised offer will be taken from the representative of the Bidder by way of sealed bids. This revised offer will replace/supersede the earlier Technical & Commercial Bid, provided that the original offer (i.e., Technical/ Commercial) will not be allowed to be changed to the detriment of the Purchaser, as far as rates of every individual item & terms/ conditions are concerned. Therefore, Bidders are advised to send sufficiently senior representatives (who can take spot decisions) for negotiations.
- 2.19.4 During the negotiations on prices & other related terms/conditions, prevalent worldwide street-prices of such product, prices finalised in bids of similar size on GEM portal/Other State Government tender/rate contract etc. will be kept in mind. The scope of negotiations may also include precise *modus-operandi* of after-sales service, mode of delivery, system integration and price of add-ons & consumables etc.
- 2.19.5 During the negotiations, the Purchaser may even go in for marginally higher or lower configurations as per its absolute discretion.
- 2.19.6 After this final ranking is done based on negotiated prices, award of tender will be made to the lowest Bidder, subject to post qualification in Para 2.20 below.

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2.20 Post Qualification:

2.20.1 HPSEDC will devise a performance criterion in consultation with successful bidders which will include online after sales feedback from the Government departments. The lowest Bidder can be denied the right of continuing with the contract, if the services/equipment being supplied by him, fails the standard performance criteria. In such an event, the next lowest bidder (L-2) shall be considered.

2.21 Purchaser's right to vary Quantities:

2.21.1 The Purchaser reserves the right to place the supply received from various Government departments/ Govt. Institutions/ Autonomous bodies on the approved vendors during the currency of the tender.

2.22 Purchaser's Right to accept any Bid and to reject any or all Bids:

2.22.1 Notwithstanding anything else contained to contrary in this Tender Document, The Purchaser reserves the right to accept or reject any Bid or to annul the bidding process fully or partially or modifying the same and to reject all Bids at any time prior to the award of Contract, without incurring any liabilities in this regard.

2.23 Notification of Award:

2.23.1 Prior to the expiry of the period of Bid validity, the Purchaser will notify the successful Bidder in writing by speed post or email that their Bid has been accepted.

2.23.2 The liability of the supplier(s) to deliver the Goods and perform the services will commence from the "date of Notification of Award". The Delivery Period shall be counted from the date of 'Placing the Supply Order'. The "date of delivery" shall be the date on which the equipment / material is received at the destinations.

2.23.3 Upon the successful Bidders' furnishing of performance security, the purchaser will promptly notify each unsuccessful Bidder and will refund their Bid Security.

2.24 Signing of Contract:

2.24.1 After the Purchaser notifies the successful Bidder(s) that his 'Bid' has been accepted, the Purchaser will sign an agreement (described as Contract herein after) within 10 days with the successful Bidder on mutually agreed terms for efficacious implementation of the order.

2.24.2 The Purchaser's liability of taking the goods from the selected supplier(s) shall commence only from date of signing the date of the Contract.

SECTION-3

GENERAL CONDITIONS OF THE TENDER & CONTRACT

3.1 Definitions:

3.1.1 In this part, the following interpretation of terms shall be taken:

- (a) "The Contract" means an agreement regarding supply of the goods & provision of services entered into between the HPSEDC and the Supplier, as recorded in the Contract Form signed by the parties, including all appendices thereto and all documents incorporated by reference therein.
- (b) "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.
- (c) "The Goods" means all the equipment and/or other material, which the Supplier is required to supply to the Purchaser under the Contract.
- (d) "Services" mean services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, training, maintenance and other such obligations of the Supplier covered under the Contract.
- (e) "The Purchaser" means the H.P. State Electronics Dev. Corporation Ltd" or "HPSEDC" in short.
- (f) "The successful bidder" means short listed Bidder supplying the goods and services under this Contract.
- (g) "End User" means various Government Departments, Boards, and Corporation etc. in the State of Himachal Pradesh.

Note: The aforesaid definitions will be valid with respect to one or more Suppliers short-listed to execute the Project. Services to be executed by each Supplier have been explained in detail in this Tender Document.

3.2. Application:

3.2.1 These General Conditions shall apply to the extent that these are not superseded specific by provisions in other parts of this tender document. A detailed Contract agreement shall be signed after the order is placed. Detailed provisions of such a contract-agreement shall have an over-riding effect vis-a-vis this Tender Document.

3.3 Standards:

3.3.1 The goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications and the latest improvements incorporated after the

finalisation of contract, but before the dispatch.

3.4 Patent Rights of the Goods:

3.4.1 The Supplier shall indemnify the Purchaser against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the goods or any part thereof in India.

3.5 Performance Security:

3.5.1 Performance Security for delivery/ installation and maintenance during warranty period.

3.5.2 Within 10 days of 'Notification of Award', the successful bidder/ Supplier shall initially furnish a 3% Performance Bank Guarantee of total order value valid for 15 months to safeguard the purchaser against timely delivery/installation and maintenance of ordered equipment during the currency of the contract.

(1) In case supply orders increases the above-mentioned quantity then 3% amount of each supply order will be deducted as PBG from due payment from bidder & same will be released after expiry of the warranty period or bidder has an option to submit additional PBG against the supply order.

(3) EMD of successful bidder(s) will only be released after signing of agreement and submission of PBG.

3.5.3 The proceeds of the Performance Bank Guarantee/ additional Performance Bank Guarantee shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete his obligations under the Contract. The Purchaser may claim such compensation in addition to initiating any other legal proceedings.

3.5.4 The Performance Bank Guarantee shall be given in one of the following forms:

An irrevocable and unconditional Bank Guarantee in favour of the Purchaser issued by a Nationalised/schedule bank in a format given by the Purchaser. This Bank Guarantee should be of a sufficient duration to cover the risk of the Purchaser.

3.5.5 The Performance Bank Guarantee, regarding delivery & installation will be discharged by the Purchaser and returned to the Supplier not later than 30 days following the date of completion of the Supplier's performance related obligations, under the Contract (excluding after sales maintenance for which separate performance guarantee has been taken).

3.6 Inspections and Tests:

3.6.1 The Purchaser or its representative shall have the right (if so desire) to test the goods

to ascertain their conformity to the specifications. The Purchaser shall notify to the Supplier in writing of the identity of the representative deputed for this purpose & nature of tests that may be conducted (if found necessary) for benchmarking.

- 3.6.2 The inspections and tests may be conducted in the factory premises of the Supplier. All reasonable facilities and assistance including access to drawings and production data shall be furnished to the inspecting officers at no charge to the Purchaser. The Contractor shall inform the Purchaser in advance the time of starting of manufacture and the progress of manufacture of the equipment offered by him so that arrangements can be made for inspection at the premises, if so desired by the purchaser.
- 3.6.3 Should any inspected or tested Goods fail to conform to the Specifications, the Purchaser may reject them, and the Supplier shall either replace the rejected goods or make all alterations necessary to meet specification requirements to the Purchaser.
- 3.6.4 If the Purchaser decides to conduct the inspection at supplier's premises as per clause 3.6.1 to 3.6.3, no material being furnished against this specification shall be dispatched until inspected and approved by the Purchaser/ or his representative. Such inspection and approval will not relieve the Contractor of full responsibility for furnishing equipment conforming to the specifications nor will it prejudice any claim, right or privilege which the Purchaser may have on account of any loss sustained by it due to defective or unsatisfactory equipment supplied by the contractor. Should the inspection be waived off by the Purchaser, such waiver shall not relieve the contractor in any way from his contractual obligations.
- 3.6.5 The sample of the proposed Equipment, if desired by the purchaser, to be supplied for approval/testing.
- 3.6.6 Bidder should provide service maintenance, up-gradations, etc., at no extra cost during the warranty period.
- 3.6.7 The Supplier of items shall depute its technical person if end user is facing problem in installation/working of product. On-line support will be made available without any charges to end user.

3.7 Packing Delivery & Documentation:

- 3.7.1 The supplier shall provide such packing as is required to prevent damage or deterioration of the goods during transit to their final destination as indicated in the Contract. The packing shall be sufficient to withstand, without limitations, rough handling during transit and exposure to extreme temperatures and precipitation

during transit and open storage. The Supplier shall be responsible for any defect in packing.

3.7.2 The packing, marking and documentation within and outside the packages shall comply strictly with such special requirements as will be specifically provided for in the contract.

3.7.3 Delivery of the goods and associated documentation will be done in such manner as may be prescribed by the Purchaser in the Contract.

3.8 Insurance:

3.8.1 The Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery.

3.8.2 The supplier will indemnify the Purchaser from all responsibility of compensation etc. caused by third party injury including death while he is discharging his duties under the contract.

3.9 Transportation:

3.9.1 The entire cost of carriage/transportation from the port of discharge to the destination shall be borne by the Supplier.

3.9.2 Where the Supplier is required to affect delivery to some other address within Himachal Pradesh, the supplier shall be required to meet all transport and storage expenses until delivery is completed.

3.10 Literature and Instruction:

3.10.1 Each supplied equipment packing box must contain copy of illustrated literature and instruction books regarding the installation, handling, maintenance and use of the Goods at each station shall be supplied by the supplier as part of the Contract price before dispatch of the first assignment.

3.11 PAYMENTS

3.11.1 Payment for Purchase of Items: (Applicable only if any items as mentioned in Annexure-II are procured during the contract)

3.11.1.1 **First Instalment:** First Instalment shall be paid after delivery of the Goods at the prescribed destinations. Amount of 1st instalment shall be regulated in such a manner that the total payment after delivery is 85% of the order value. A claim for first instalment shall be staked by the Supplier, when he has supplied adequate number of Machines/Equipment(s). The first installment of 85% will be paid only after receipt of duly acknowledged delivery challans & invoice, as required by the Purchaser.

3.11.1.2 **Second Instalment:** Remaining amount of 15% of the order value shall be paid

after satisfactory installation of equipment and execution of Performance Guarantee for proper maintenance during warranty period as mentioned at Clause 3.5. If the installation is delayed beyond 45 days on account of site not being ready (or any other reasons entirely attributable to the Purchaser) or any other reason attributable to the Purchaser, $\frac{2}{3}$ of the second instalment (i.e., 10% of the order value) shall be released to the Supplier subject to submission of site not ready (SNR) report from concerned department. In such an unlikely event of the site not being ready, the remaining amount $\frac{1}{3}$ of the second instalment (i.e., 5% of order value) will be released after submission of successful installation reports of the ordered equipment(s) duly signed by the competent authority of the department(s).

Note: *First & second instalments shall be released only on production of bill supported by delivery challan and installation report by the Supplier. Any bill supported by requisite documents will be processed and objections, if any, will be conveyed in one go. If the claim is found in order, the payment will be made accordingly as per the funds released from the End User.*

3.11.2 Payments for AMC:

The payment will be released in four equal parts annually. Selected Bidder will submit bill of the AMC along with the down time statement along with completion of each three Months Period of AMC from end user to HPSEDC.

- (a) Any increase or decrease in rate of GST during the time of maintenance services of the equipment, then the same will be adjusted by the successful Bidder.
- (b) The successful Bidder will pay all the applicable taxes.
- (c) Payments under the contract will be made in Indian currency only.
- (d) Additionally, all payments to be made to the successful bidder shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable. Any increase in rates of all applicable direct or indirect taxes (central or state or local), rates, duties, charges and levies (central or state or local); will be to the account of successful bidder.
- (e) The successful bidder shall also bear all personal / income taxes levied or imposed on its personnel on account of payment received under this Agreement. Agency shall further bear all income/corporate taxes, levied or imposed on account of payments received by it from the HPSEDC.

Note: *Any bill supported by requisite documents will be processed and objections, if any, will be conveyed in one go. If the claim is found in order, the payment will be made accordingly as per the funds released from the End User.*

3.12 Prices:

3.12.1 Subject to the provision to Rule 2.11.1, the prices charged by the Supplier for Goods delivered and services performed under the Contract shall not vary from the prices quoted by the Supplier in his Bid. But in case of global or national fall in prices of a product in IT/ Electronics industry due to a change in Government Policy or otherwise, such a reduction shall be passed on to the Purchaser after mutual negotiations.

3.12.2 There shall be no effect of the exchange rate variation etc., on the rates to be quoted by the Vendor during one-year period. However, if rates will increase/ decrease, HPSEDC will call techno-commercial bids from the empanelled bidders on requests received from them.

3.13 Modification in the Order:

3.13.1 The Purchaser may at any time, by written order given to the Supplier make changes within the general scope of the Contract in anyone or more of the following:

- (a) The specifications of the Goods
- (b) The method of shipment or packing
- (c) The service to be provided by the Supplier
- (d) Quantity of goods
- (e) Any other change that the purchaser may deem fit

3.13.2 If any such change causes an increase or decrease in the cost of, or the time required for the Supplier's performance of any part of the work under the Contract, an equitable adjustment shall be made in the Contract price or delivery Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be put forth within 30 days from the date of the Supplier's receipt of the Purchaser's change order.

3.14 Subcontract:

3.14.1 The Supplier shall not assign in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.

3.14.2 The Supplier shall notify the Purchaser, in advance in writing, of all sub-Contracts awarded under the Contract if not already specified in his bid. Such notification, in his original bid or later (even if with prior approval of Purchaser) shall not relieve the Supplier of any liability or obligations under the Contract.

3.14.3 Subcontracts must comply with the clauses of the tender document.

3.15 Delays in the Supplier's Performance

(Applicable only if any items as mentioned in Annexure-II are procured during the contract)

3.15.1 Delivery of the goods and the performance of services shall be made by the Supplier in accordance with the time schedule specified by the Purchaser in the Contract.

3.15.2 Any unjustifiable delay by the Supplier in the performance of their delivery obligation may render the Supplier liable to any or all the following:

- (i) Forfeiture of its performance security,
- (ii) Imposition of liquidated damages @Rs 500/- per day per equipment of the unfulfilled order. The maximum penalty will not exceed 10% of the order value.
- (iii) Termination of the contract at Supplier's risk
- (iv) Initiation of any other legal proceedings.

3.15.3 The Supplier will strictly adhere to the time-schedule for the performance of Contract. However, the Purchaser can relax this time limit in force majeure conditions.

(Applicable for maintenance of items as mentioned in Annexure-I)

3.15.4 Service Window & Call registration: 24*7 Support (Monday-Sunday) for all the equipment's covered under the scope.

3.15.5 Resolution: 24 hrs from the time of logging the call. If defect is not rectified within the time stipulated penalty as prescribed by the Purchaser will be imposed. Penalty @Rs 50/- per day per equipment's of the unfulfilled order. The maximum penalty will not exceed 10% of the order value per instance.

3.16 Termination for Default:

3.16.1 The Purchaser may without prejudice to any other remedy for breach of contract, (including forfeiture of Performance Security) by written notice of default sent to the supplier, terminate the Contract in whole or in part after sending a notice to the Supplier in this regard.

- (a) if the Supplier fails to deliver any or all of the goods within the time period(s) specified in the Contract, or any extension thereof granted by the Purchaser pursuant to clause 2.11.2, or
- (b) If the Supplier fails to perform any other obligation under the Contract.

3.16.2 In the event the Purchaser terminates the Contract in whole or in part, he may procure, upon such terms in such manner, as it deems appropriate, goods similar to those undelivered, and the Supplier shall be liable to pay excess cost of such similar goods to the Purchaser. This liability will be in addition to forfeiture of performance

guarantee and any other legal proceedings, which the Purchaser may initiate as per Para 3.15.2.

3.17 Force Majeure:

3.17.1 Notwithstanding the provisions of the clauses 3.15 and 3.16, the Supplier shall not be liable for forfeiture of its performance security or termination for default, or payment of any damages, if and to the extent that his delay in performance under the Contract is the result of an event of Force Majeure.

3.17.2 For purpose of this clause, Force Majeure means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser either in its sovereign or contractual capacity, war, revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

3.17.3 If a Force Majeure situation arises, the Supplier shall notify the Purchaser in writing or such conditions and the cause thereof in not later than 7 days of occurrence of event. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract, as far as reasonably practical, and shall seek all reasonable alternative means for performance, not prevented by the *Force Majeure* event.

3.18 Taxes and Duties:

3.18.1 Supplier shall be entirely responsible for payment of all taxes, duties and levies, imposed up to/until the delivery point specified in the Contract. If there is a reduction in any of the statutory duties and levies before the despatch of goods, the benefit of the same will be passed on to the Purchaser.

3.19 Limitation of Liability:

The liability of the supplier in respect of all claims under this tender including penalty for delay in delivery, services, liquidity damages etc. shall not exceed the aggregate value of the goods and services supplied under this tender. Either party shall not be liable for any claim made for any indirect, consequential or incidental losses and indirect damages, costs or other expenses related thereto.

3.20 Arbitration:

All disputes, differences, claims and demands arising under this tender shall be referred to arbitration of a sole arbitrator to be appointed with mutual consent of both the parties. All arbitration will be held in Shimla, if the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by

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one party to the other of existence of any dispute and need for appointment of an arbitrator. Further action will be taken in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the award made under this tender shall be final and binding upon the parties hereto, subject to legal remedies available under the law.

SECTION-4

SCOPE OF WORK

The specified Scope of work to be undertaken by the Bidder to perform the services of Annual maintenance at HIPA. The selected Bidder shall perform the services as per the scope of work and period of the Agreement. Selected bidder shall perform Annual maintenance of Network Equipment as listed in Annexure-I. Selected Bidder is to be desired of rendering such services under terms and conditions as per this tender. Selected Bidder shall agree to maintain the network equipment as listed in Annexure - I in accordance with the provisions laid down in the contract, at charges as given in the tender document for the contract period.

Scheduled preventive maintenance once in every Six Months during the period of the contract for all the equipment and Once in every Three Months during the period of contract for all network equipment as detailed in Annexure-I. Preventive Maintenance can be clubbed with corrective maintenance. Selected Bidder would submit their Call Sheets/Preventive Maintenance Reports to the Nodal Officer at End User Department.

Unscheduled, on call corrective and remedial maintenance service to set right the malfunctions of the systems. This includes replacement of unserviceable parts. The parts replaced will be new parts either of the same make or equivalent in performance to parts which have become defective. Selected Bidder, in consultation with the End User, shall decide whether a defective item or component is to be replaced or repaired. The defective part, removed from the system will become the property of Selected Bidder. If any hardware mentioned in Annexure-I is Burnt / Lost / Physically Damaged / Theft before the execution of AMC then it shall not be counted for the maintenance purpose:

The contract would be Annual i.e. including replacement of parts of Network equipment covered in this tender with same specifications as supplied by Original Equipment Manufacturer (OEMs) at the time of manufacturing.

- Upkeep & maintenance of the hardware installed.
- To provide & maintain the required drivers for additional peripherals & Hardware for maintaining the equipment.
- Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- Support for users & troubleshooting of commercial software packages & removal of viruses & re- installation of software if corrupted.
- Co-ordination with Original Equipment Manufacturer (OEM) for troubleshooting of the server, computer & other peripherals.

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- The maintenance contract shall include both preventive & corrective maintenance to be carried out by bidder for the items mentioned in Annexure-I and if any items from Annexure-II are procured during the period of contract.
- The maintenance service does include electrical work, cabling etc but that should not be external to the accessories, attachments, machines or other devices.
- The replacement of any part of the network equipment whenever required must be carried out by the bidder with the genuine parts of same or higher specification.
- Maintenance of equipment as per manufacture's guidelines and shall be used only standard Original Equipment Manufacturer (OEM) components shall be used for replacement.
- Service Window & Call registration: 24*7 Support (Monday-Sunday) for all the equipment's covered under the scope.
- Resolution: 24 hrs from the time of logging the call. If defect is not rectified within the time stipulated penalty as prescribed by the Purchaser will be imposed. Penalty @Rs 50/- per day per equipment's of the unfulfilled order. The maximum penalty will not exceed 10% of the order value.
- BIDDER shall attend to all breakdown calls on receipt of complaint. No spares or any other items will be supplied by the department.
- All spares to be used shall be genuine or compatible spare parts (in that order) and the same shall be procured from the authorized dealer or Manufacturer.
- It has to be ensured by bidder that all the Networking and switching equipment's under the scope of this NIQ for AMC is always in working condition. Any breakdown or defects shall be attended within 24 hrs. If for any reason, the equipment's are not operational necessary standby shall be provided.
- To provide patches/ upgrades during the period of AMC, wherever applicable, without any extra cost.
- Services of qualified service engineer would be available on all the working days from 09:30 AM to 6:30 PM or after office hours if needed, and the engineer should also be available on holidays as per requirement of the end user.

Final Acceptance Signoff

The selected Bidder shall get a final signoff receipt from the end user after successful completion of Annual Maintenance Contract for a period of one year from the date of acceptance. The selected Bidders shall give location wise invoice on quarterly basis. The payment to vendor shall be released

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on quarterly basis subject to payment received from the end user and their satisfactory report. The selected Bidder shall include a Final Acceptance checklist along with the following Documents signed by the concerned authorities.

i. Invoice

ii. Maintenance Log Report duly signed by end user and service engineer

The selected Bidder shall produce a total of four copies for records mentioned above, out of which one remains with the selected bidder, one with each location site, one shall be handed over to HPSEDC.

Onsite Support Mechanism Setup

The selected Bidders shall set up support mechanism for providing the onsite Annual Maintenance of Network equipment:

Service window and Call registration: 24*7 support (Monday-Sunday) for all the equipment covered under the scope.

Resolution: 24 hrs from the time of logging the call. If the defect is not rectified within the time, then stipulated penalty as prescribed by the end user shall be imposed.

Renewal of AMC

The contract may be renewed further for the same period on same Terms & Conditions, provided if the end user is satisfied with the services of selected Bidder or on the Terms & Conditions mutually agreed by End user and Selected Bidder. End user/HPSEDC can terminate the contract at any time by giving one month notice in writing.

Maintenance Services

- The maintenance contract shall include both preventive and corrective maintenance to be carried out by the successful bidder for the items, which is covered under Maintenance Services.
- The maintenance service shall include Electrical work but that should be external to the accessories, attachments; machine or any other device shall not be covered under the contract.
- The cost of transportation from successful bidder to the end user for maintenance purposes inclusive of boarding charges and/or lodging, if necessary, will be entirely borne by the successful bidder.
- Successful bidder shall ensure that no damage is caused by his Engineer to the hardware or software while undertaking repairs or preventive maintenance to the equipment otherwise successful bidder will be liable to replace the damaged assembly or equipment or software free of cost or in case of failure to do so, shall bear the cost of replacement made by any third party selected by the HPSEDC

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/ End user. In Case of breakdown of any equipment / ancillaries, the downtime will start after 8 working hours after information was given to HPSEDC by the End user. If the successful bidder fails to rectify the defect even after expiry of 20 days from the date the defect was first reported, the end user shall have the right to get the defect rectified by a third party without affecting successful bidder obligations for maintenance of the systems under this contract. Payment thus made to the third party will be deducted from the, amount due to the successful bidder.

- In case anytime becomes unserviceable or its full life has been consumed or its parts are not available in the market, then it will be informed by the successful bidder to the HPSEDC / End user. Then such items shall be taken out from Maintenance Services and Maintenance Services amount shall be reduced proportionately after taking approval from the End user.

Operation & Care of the equipment

The End user will be advised to operate the equipment strictly according to the detailed instruction given in the Operation Manuals(s) of the equipment as contained in any communication given to them by the OEM / principal for this purpose.

Eligible Products

All the Products brought must be in normal working condition before covering in Maintenance Services and are current specified revision levels in order to be eligible for services under this Maintenance Services contract.

Any work performed by Agency to return products to normal working condition or to bring them to the current revision level prior to including them under this Maintenance Services contract will be subject to End user.

Modifications to Products

Successful bidder after informing End user may, at no additional charges, make modification to the products to improve their operation and / or reliability or to comply with legal requirement.

Warranty /Maintenance

Replacement parts provided to maintain hardware products serviced hereunder are warranted against defects in materials and workmanship. If successful bidder receives notice of defective replacement parts during the term of the contract the successful bidder will replace /repair the defective parts at no extra cost.

The warranty / Maintenance set forth above is exclusive and no other warranty / maintenance,

whatever written or oral, is expressed or implied. HPSEDC specially disclaims the implied warranties / maintenance or merchantability and witness for a particular purpose.

Remedies and Liability

For any breach of the contract by successful bidder, End user remedy shall be limited to refund of support charges paid by End user during the period of breach provided however, that HPSEDC will not be liable for failure or delays in the performance of its obligations hereunder due to causes beyond its control.

Limitations of Service

Maintenance Services are provided for qualified devices at end user department premises. End user is responsible for removing non-qualified devices to enable successful bidder to service the qualified devices. If performance of services is made more difficult or impaired because of non-qualified devices, HPSEDC will charge additional amount to the end user Department for the increased efforts. Services do not include repairs of defect in products caused by:

- Unauthorized modifications, tampering, abuse or misuse of the equipment. Also in those cases where the equipment is being or has been serviced by a third party other than Agency.
- Equipment damaged/burnt out due to power fluctuations or faulty power supply or high power supply.
- If support services are required due to the above cause, Agency may provide such repairing services at extra charges

Order of Precedence

- The contract and any attachments here to take precedence over end user additional or different terms and conditions. Any amendments/modification to the contract and its attachments may be communicated to other party in writing and will be operative only on mutual acceptance.
- The bidder will provide a list of qualified, with experience of at least three years in Government / PSU Sector, resident service engineers on all the working days from 9:30 AM to 6.30 PM for attending and redressed of complaints. The engineer shall also be available on holidays as per requirement of the user Department if needed. Service engineers shall be equipped with mobile phones to ensure their availability.
- The successful bidder shall be responsible for taking backup of data & programs and application available on the computer whenever necessary before attending the fault and will be also responsible for restoring the data, programs and applications after removing the fault

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to the satisfaction of the user. The Agency must also ensure restoring of all backups to the user under its acknowledgement.

- The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.
- Immediately on award of the contract, the successful bidder would give a report taking over all the equipment. It shall be the responsibility of the agency to make all the network equipment work satisfactory throughout the contract period and also to hand over the systems to the departments in working conditions on the expiry of the contract. In case any damage on the equipment of the user department is found, compensation would be determined by the concerned user department and will have to be paid by the successful bidder.
- It may also be noted that in case of successful bidder backing out in mid-term without any genuine reason or without explicit consent of the HPSEDC/End user, the above act of backing out would automatically debar the Agency from any further dealing with HPSEDC and the Performance Security Deposit amount would also be forfeited by HPSEDC.
- The maintenance contract shall cover Annual Maintenance of the Network equipment as mentioned in the Annexure-I. All parts of network equipment or whichever that is called as hardware or spares and need to run that equipment smoothly shall be covered under the Annual Maintenance Contract.
- For downtime calculation, the day on which the call is closed will not be taken as part of downtime. Also, if the End user is not able to hand over the system to engineer for maintenance purpose, such time will not be considered for the downtime penalty.
- In case of intermittent failures and repetitive problems, due to improper diagnosis or repair, the system will be treated as continuously down.
- This contract extends only to problems arising out of normal functioning of equipment.

The successful bidder will maintain the complaints register in which record of equipment failure including the nature of failure, date and time of booking the complaint, date and time when the machine is made up and the total down time shall be maintained. This record will be signed by the Service Engineer of successful bidder and the representative of End user.

*Required number of Bidder's Service Engineers competent enough to resolve Networking issues shall be available from **9.30 A.M TO 6.30 PM** on all working days even if there is no breakdown call reported to successful bidder. successful bidder will acknowledge each call with a unique Call No., which is to be used for reference in future and the Bidder will ensure that complaint is attended*

timely.

At the time of expiry of the maintenance, the successful bidder will ensure that all the equipment is in good and working condition.

If additional hardware from the Annexure-II is procured under AMC from the successful bidder. The additional hardware shall be supplied by successful bidder and its maintenance will be taken up after acceptance of the same. In case, end user decides to withdraw equipment from contract during the Maintenance Contract period, the same would be taken out of this contract after giving written information to successful bidder.

Any damage to the equipment when the equipment gets burnt due to site problem would not be covered under this contract and it will be discussed mutually on case to case basis.

Quantity mentioned in the lists at **Annexure-I** are indicative. Agreement will be valid for only those number of items which are physically available at respective places and are in working conditions and payment of AMC shall also be released for such number of items which are physically available and are in good working conditions.

SECTION-V

TECHNICAL SPECIFICATIONS AND MAINTENANCE CONDITIONS

(For Items Listed under Annexure – II)

4.1. SCOPE OF THE TENDER:

The successful Bidder(s) will provide the following services:

(i) Manufacture /Import (ii) Testing (iii) Supply (iv) Installation (v) After Sales Service during warranty and Annual Maintenance period.

(i) Manufacture/Import

The OEM/ Bidder can manufacture the Goods in India or import the same (in full or in parts) from any part of the world.

(ii) Testing

Testing/ Benchmarking as per requirement of the Purchaser and in such manner and for such size of sample as may be prescribed subsequently may be got done as

(iii) Supply

The Goods need to be supplied F.O.R. as per the list of destinations to be supplied at the time of signing the Contract.

(iv) Installation and Commissioning of networking/ cabling equipment:

The successful bidder of respective equipment will do installation and ensure that the equipment supplied works/run properly.

(v) After-Sales-Services

The supplier shall keep equipment as spare (as finalised of tender to be mutually decided), to provide immediate replacement, with the service centre during the warranty period. It will be desirable that minor functional problems of these equipment are taken care of by the service centre only. In case of major & specific problems, respective vendors will have to rectify the defect within the time-limits prescribed in Para 4.2.2 below, otherwise must have to replace with the new one.

4.2 AFTER SALES SERVICES:

4.2.1 Annual Warranty:

The Supplier shall provide Annual OEM warranty (including labour and spares) for 12 calendar months. The warranty shall cover the System Software, Labour and all the hardware parts including updating/ upgradation (free of cost) of the networking infrastructure. An undertaking to this effect shall be given by the Bidder in the Compliance Sheets. The supplier of Items shall ensure genuine add-ons items & consumables for the items sold in the state for their own brand.

4.2.2 Service Centre:

The successful bidder should have a dedicated service centre in the state. The Service Centres in the State shall be manned by qualified Engineers as per Clause 4.1(v) above and one call coordinator. It will be equipped, with sufficient inventory of spares as per ABC Analysis. The supplier will provide prompt after sales support and shall attend any complaint not later than 24 hours. The minor and major defects shall be rectified not later than 36 hours and 60 hours respectively. If defect is not rectified within the time stipulated as above penalty as prescribed by the Purchaser will be imposed. However, the penalty in such instances shall not exceed 10% of the equipment cost against a non-attendance/ non rectification of defects against a service call. The exact quantum of penalty per day/ week shall be decided at the time of signing the contract. During the warranty period, this penal clause will be enforced by ensuring that the supplier gives a Performance Security by way of Bank Guarantee to the Purchaser.

4.2.3 Inventory of Spares:

An ABC analysis of inventory of spares shall be done by the Purchaser in consultation with the supplier to ensure that all critical spares/ components apart from the 1% inventory of new equipment(s) for replacement purposes (if equipment(s) are beyond repair within 24 hours) are available with the Service Centres in sufficient quantity.

4.2.4 The amount of non-delivery of products as mentioned in Clause No. 3.15: **Delays in the Supplier's Performance** and Clause No. **4.2: After Sale Services** or any other recoverable amount from bidder(s) may be adjusted/ recovered or set-off against any sum payable to the bidder against any other contract with HPSEDC or with State Government. The amount shown against that shall be withheld to be adjusted against the compensation levied as mentioned above. Recovering or deducting of this amount on failure of delivery/ delay in delivery or not providing services in time bound manner, shall be automatic deducted without any notice to the concerned bidder.

The Managing Director, HPSEDC, will reserve the right to relax/ decrease the penalties or release recovered amount without giving any interest to the bidder(s), after receiving justified/ reasonable reasons from the bidder(s).

4.3 TECHNICAL SPECIFICATIONS & QUANTITIES:

4.3.1 The Technical Specifications have been given in Annexure-II in Section-5.

These specifications should be carefully studied by the Bidder, so that the product could be technically evaluated as per the Purchaser's requirement.

4.4. Compliance sheets:

(i) Compliance Sheets as per Annexure-I in Section-5 are to be filled in by the bidders as part of the Bid. These Compliance Sheets should be complete in all respects and should be free from errors and omissions. All required parameters must be replied to in affirmative/ negative.

(ii) The Bidder shall also supply along with the Bid all brochures and authenticated bulletins carrying latest changes covering the technical aspects of each item appearing in schedule of requirement intended to be supplied by the Bidder. For the purpose of establishing latest changes, printouts downloaded from internet & duly authenticated may be acceptable.

5. Acceptance Testing After Notification of Award:

- i. The Purchaser may conduct benchmarking & acceptance test, which could involve operation of complete system for at least two consecutive days. The Supplier(s) will provide full assistance in this regard. Partial delivery/ installation/ testing of hardware/ system software will not be permissible for acceptance/ payment. The criteria for benchmarking/ acceptance will be conveyed separately.

PROFORMA- A

(Declaration by the O.E.M.)
[Para 2.8(I) (ii)]

To

Date:

The Managing Director,
H.P. State Electronics Development Corporation Ltd.,
1st Floor, IT Bhawan, Mehli, Shimla- 171013.

Subject: Authorisation to a distributor for tender No: **HPSEDC/AMC-HIPA/2K25-6370**
Dear Sir,

Please refer to your Notice Inviting Tenders for Selection of Agency for Annual Maintenance Contract of Network Equipment of HIPA.. published in “The Indian Express” and “Punjab Kesari ”.

M/s _____ (Bidder), who is our reliable distributor for the last _____ years, is hereby authorised to quote on our behalf for this prestigious tender. M/s _____ (Bidder) is likely to continue as our business partner during years to come. We undertake the following regarding the supply of these equipment(s)/ peripherals etc.

1. The Machines/Equipment(s) supplied in this tender shall be manufactured by us as per the specifications required by the Purchaser. M/s _____ (Bidder) shall not be allowed to do any hardware integration on our equipment(s).
2. It will be ensured that in the event of being awarded the contract, hardware equipment(s) will be delivered by M/s _____ (Bidder) & maintained by M/s _____ (ASP) properly as per the conditions of the contract. For this purpose, we shall provide M/S _____ necessary technical support including technical updates, & spares to the ASP. If M/s _____ fails to maintain the equipment(s) for any reason what-so-ever, we shall make alternative arrangements for proper maintenance of these components during the warranty period. We shall provide full support back up to the Bidder/ASP. On the whole, it shall be ensured that the clauses regarding service and maintenance of Machines/Equipment(s) do not get diluted in implementation due to non-availability of spares and lack of technical inputs from our side even during AMC/extended warranty period.
3. If due to any reason whatsoever, the tie up between our Company & M/s _____ (Bidder) or M/s _____ (ASP) breaks down subsequently, we shall make necessary alternatives arrangements for honouring the terms of the contract.

Yours very truly,

Name : _____
Designation: _____
Company : _____

FORM-B

DECLARATION REGARDING ACCEPTANCE OF TERMS & CONDITIONS CONTAINED
IN THE TENDER DOCUMENT

To

The Managing Director,
H.P. State Electronics Development Corporation Ltd.,
1st Floor, IT Bhawan, Mehli, Shimla-171013.

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document [No.: **HPSEDC/AMC-HIPA/2K25-6370**] regarding Selection of Agency for Annual Maintenance Contract of Network Equipment of HIPA, Tender by HPSEDC. I declare that all the provisions of this Tender Document contained in this tender and subsequent corrigendum(s)/ clarifications issued from time to time are acceptable to my Company/firm. I further certify that I am an authorised signatory of my company and am, therefore, competent to make this declaration.

Yours very truly,

Name: _____

Designation: _____

Company: _____

Address: _____

Contact No:

Email-id:

FORM-C

DECLARATION REGARDING PAST PERFORMANCE

To

The Managing Director,
H.P. State Electronics Development Corporation Ltd.,
1st Floor, IT Bhawan, Mehli, Shimla-13.

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document [No. **HPSEDC/AMC-HIPA/2K25-6370**] regarding Tender for Selection of Agency for Annual Maintenance Contract of Network Equipment of HIPA. by HPSEDC. I hereby declare that my company has not been debarred/blacklisted by any Government / Semi Government organizations for quality/ service products nor is there any pending dispute regarding short shipment/ installation/service. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours truly,

Name: _____

Designation: _____

Company: _____

Address: _____

Contact No:

Email-id:

SCHEDULE - I

SAMPLE OF PRICE SCHEDULE/BOQ

[Para 2.8 (II) (i)]

(to be completed by bidder as per the format available on e-procurement portal
<https://hptenders.gov.in>)

PRICE SCHEDULE (DOMESTIC TENDERS - RATES ARE TO GIVEN IN RUPEES (INR) ONLY) (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)									
Sl. No.	Item Description	Qty	For Items - BASIC RATE with installation (if any) and three-year warranty In Figures For AMC – BASIC RATE per year . To be entered by the Bidder in Rs. P	GST Amount in percentage (%)	GST amount in Rupees Rs. P	Unit Price with GST Rs. P	TOTAL AMOUNT Without Taxes with three-year warranty Rs. P	Gross Bid Value Inclusive installation and Taxes (for Three-year onsite OEM warranty) Rs. P	TOTAL AMOUNT In Words
1.	AMC for the network equipment as listed in Annexure I	3							
2.	Item No. 1 Firewall	1							
3.	Item No. 2 Core Switch: Cisco C9500-24Y4C-A	1							
4.	Item No. 3 Other Switch: Cisco C1300-24P-4G	3							
5.	Item No. 4 Indoor WiFi: Cisco MR36	1							
6.	Item No. 5 Outdoor WiFi: Cisco MR86	1							

ANNEXURES

Tender Document No:

HPSEDC/AMC-HIPA/2K25-6370



NB: Final specifications uploaded after pre-bid meeting. Please visit our websites www.hpsedc.in & <https://hptenders.gov.in> for latest amendments or notices in reference to this tender.

** The quoted product should not be end of life at the time of bid submission. The support shall be provided by the bidder/ OEM for next three years, an undertaking for the same shall be provided by the OEM.*

** The warranty of the below mentioned items would be Annual three years on-site.*

ANNEXURE-I

NETWORK EQUIPMENT SPECIFICATIONS

The bidder shall agree to provide the services mentioned in the above scope of work under the Annual Maintenance Contract (AMC) to keep the Network equipment in good working order as mentioned below:-

Sr.No.	Item Description	Qty.	Unit
Active Component:			
1.	Core Switch 1Gig SFP, 24x1 Gigabit Ethernet SFP, Stackable/Chassis (12 Port Fiber and 12 LAN Port) (Cisco Core Switch WS-C3850-24S-E)	1	Nos
2.	Edge Switch-Layer 2-24 *10/100/1000 + 2/4 *1Gig SFP+ (Cisco L2 Switch: WS- C2960X-24PS-L)	16	Nos
3.	Indoor Access Point should include radios for both 2.4 GHz and 5 GHz, minimum 2x1Gbps interface (Cisco Indoor Access Point: AIR-AP18521-D-K9)	33	Nos
4.	Outdoor Access Point should include radios for both 2.4 GHz and 5 GHz., should 802.11ac, 802.11n and 802.11a/b/g Beamforming (Cisco outdoor Access Point: AIR-AP1562i-D-K9)	4	Nos
5.	1 Gig SFP-LR	20	Nos
6.	1Gig UTP Copper	2	Nos
7.	UTM/Firewall (Sonicwall, NSA 4600)	1	Nos
Passive Component- Fiber:			
8.	6 core Singlemode Fiber Cable	1000	Mtrs
9.	24 port Rack Mount LIU	1	Nos
10.	12 Port Rack Mount LIU	8	Nos
11.	Pigtail LC Simplex Singlemode	120	Nos
12.	Adapter LC Simplex Singlemode	120	Nos
13.	1x6 LC Connecting Panel	20	Nos
14.	LC-LC Duplex Singlemode Fiber Patch	22	Nos

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Passive Component - UTP (Copper):			
15.	CAT 6 UTP Cable	8000	Mtrs
16.	CAT 6 UTP Information Outlet	271	Nos
17.	Face Plate Single Port	271	Nos
18.	Surface Mount Box (SMB)	271	Nos
19.	CAT 6 Patch Cord-1 Mtr	271	Nos
20.	CAT 6 Patch Cord-2 Mtr	210	Nos
21.	Cat 6, 24 Port Patch Panel	15	Nos
Networking racks:			
22.	27 U Floor Standing Rack with accessories (Cable Manager- 4, Power Distribution Unit 10 Socket 15x5 Amp=1, Fans= 2, Mounting Hardware=7)	1	Nos
23.	12 U Wall Mount Rack with accessories (Cable Manager- 2, Power Distribution Unit 6 Socket 5 Amp=1, Fans=2, Mounting Hardware= 2)	1	Nos
24.	9U Wall Mount Rack with accessories (Cable Manager-2, Power Distribution Unit 6 Socket 5 Amp= 1, Fans= 2, Mounting Hardware= 2)	1	Nos
Miscellaneous Components:			
25.	1.5" PVC Conduit	500	Mtrs
26.	1.5" PVC Batten	450	Mtrs
27.	1.0" PVC Batten	550	Mtrs
28.	HDPE Pipe 1.5"	1000	Mtrs
29.	Digging of Soil	150	Mtrs
Installation/ Services:			
30.	Laying of CAT 6 UTP Cable	8000	Mtrs
31.	Laying of PVC Conduit 1.5"	500	Mtrs
32.	Laying of PVC Batten 1.5"	450	Mtrs
33.	Laying of PVC Batten 1.0"	550	Mtrs
34.	Fixing & Termination of Patch Panel	15	Nos
35.	Fixing & Termination of I/O	271	Nos
36.	Fixing & Dressing of Racks	7	Nos
37.	Laying of Fiber Cable	1000	Mtrs
38.	Laying of HDPE Pipe 1.5"	1000	Mtrs
39.	Splicing of Pigtail	120	Nos
40.	Fixing of LIU	9	Nos
41.	Project Management charges including configuration of Active Components	1	Nos

ANNEXURE-II

TECHNCIAL SPECIFICATIONS AND COMPLIANCE SHEETS ANNEXURES

Item No. 1 Firewall specifications:

S.No	Minimum Specification	Compliance (Yes/No)
A	Hardware Architecture	
1	The appliance-based security platform should provide firewall, Application Control, Antimalware/Antivirus, Web Filtering and IPS functionality in a single appliance from day one	
2	The appliance should support at least 6 x 10GE SFP+, 4 x GE SFP, 12x GE RJ45, dual Power Supply.	
3	The appliance hardware should be a multicore CPU architecture with a hardened 64-bit operating system	
4	Proposed Firewall can be ASIC based in nature / open architecture based on multi-core CPU to protect & scale against dynamic latest security threats.	
B	Performance & Scalability	
1	The Proposed Firewall Vendor should be in the Leaders' Magic Quadrant of the latest Gartner report for SD-WAN. Report must be attached	
2	Firewall should support 35 Gbps of Firewall throughput or higher.	
3	Firewall should support 6 Gbps of NGFW throughput (FW+AVC+IPS) real-world /production performance public document proof must be attached	
4	Firewall should support 6 Gbps of Threat Prevention throughput (FW+AVC+IPS and AV/AM) real-world /production performance public document proof must be attached	
5	Firewall should support 6 Gbps of IPS throughput or higher	
6	Firewall should support 6 Gbps of SSL Inspection throughput or higher	
7	Firewall should support at least 10 million concurrent sessions or higher	
8	Firewall should support at least 400K connections per second or higher	
9	Firewall should support 20 Gbps of IPSec throughput or higher	
10	Firewall should support minimum 2000 IPSEC site-to-site VPN tunnels and minimum 10000 client-to-site IPsec VPN Tunnels or higher	
11	Firewall system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode. Both modes can also be available concurrently using Virtual Contexts. Minimum 10 Virtual Firewall licenses to be provided with the solution from day one	
C	Firewall Features	
1	Firewall should support creating access-rules with IPv4 & IPv6 objects, user/groups, application, geolocation, url, zones, vlan, etc	
2	Firewall should support manual NAT and Auto-NAT, static nat, dynamic nat, dynamic pat	
3	Firewall should support NAT46, NAT64, NAT66 & DHCPv6 functionality from day one.	
4	Firewall should support Static, RIP, OSPF, OSPFv3 and BGP, BGPv6	
5	Firewall should support Multicast protocols like IGMP, PIM, etc	
6	The proposed system shall have the ability to detect, log and take action against network traffic based on over 3500 application signatures	

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7	The application signatures shall be manual or automatically updated	
8	The administrator shall be able to define application control list based on selectable application group and/or list and its corresponding actions	
9	The proposed system shall allow administrator to prevent sensitive data from leaving the network. Administrator shall be able to define sensitive data patterns, and data matching these patterns that will be blocked and/or logged when passing through the unit.	
10	Should be capable of automatically providing the appropriate inspections and protections for traffic sent over non-standard communications ports.	
11	Should support more than 10,000 (excluding custom signatures) IPS signatures or more	
12	The solution must provide IP reputation feed that comprised of several regularly updated collections of poor reputation of IP addresses determined by the proposed security vendor	
13	Solution must support IP reputation intelligence feeds from third party and custom lists of IP addresses including a global blacklist	
14	Should support DNS threat intelligence feeds to protect against threats	
15	The Appliance OEM must have its own threat intelligence analysis center and should use the global footprint of security deployments for more Annual network protection.	
16	The detection engine should support capability of detecting and preventing a wide variety of threats (e.g., network probes/reconnaissance, VoIP attacks, buffer overflows, P2P attacks, etc.).	
17	Should be able to identify attacks based on Geo- location and define policy to block on the basis of Geo-location	
18	The detection engine should support the capability of detecting variants of known threats, as well as new threats	
19	Firewall should have SDWAN functionality capable Path quality measurement based on (jitter, packet loss, latency)	
20	Should support URL threat intelligence feeds to protect against threats	
21	WAN load balancing (weighted) algorithms by: volume, sessions, source-destination IP, Source IP, and spillover	
22	The proposed system should be able to block, allow or monitor only using AV signatures and file blocking based on per firewall policy based or based on firewall authenticated user groups with configurable selection of the following services: HTTP, HTTPS, SMTP, SMTPs, POP3, POP3s, IMAP, FTP etc	
23	The proposed system should be able to block or allow oversize file based on configurable thresholds for each protocol types and per firewall policy.	
24	The proposed system should have integrated Web Content Filtering solution without external solution, devices or hardware modules.	
25	The proposed system shall be able to queries a real time database of over 110 million + rated websites categorized into 70+ unique content categories.	
26	The proposed solution should be able to enable or disable Web Filtering per firewall policy or based on firewall authenticated user groups for both HTTP and HTTPS traffic.	

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27	The proposed system shall provide web content filtering features: a) which blocks web plug-ins such as ActiveX, Java Applet, and Cookies. b) Shall include Web URL block c) Shall include score-based web keyword block d) Shall include Web Exempt List	
28	The proposed system should have integrated Traffic Shaping functionality.	
D	High-Availability Features	
1	Firewall should support Active/Standby and Active/Active failover	
2	Firewall should support ether channel or equivalent functionality for the failover control and providing additional level of redundancy	
3	Firewall should support redundant interfaces to provide interface level redundancy before device failover	
4	Firewall should support 802.3ad Ether channel or equivalent functionality to increase the bandwidth for a segment.	
5	Firewall should have integrated redundant power supply	
6	Physical interface shall be capable of link aggregation, otherwise known as the IEEE 802.3ad standard, allows the grouping of interfaces into a larger bandwidth 'trunk'. It also allows for high availability (HA) by automatically redirecting traffic from a failed link in a trunk to the remaining links in that trunk.	
E	Management/OEM Criteria	
1	Firewall must be managed through GUI, CLI, SSH, Telnet, Console.	
2	OEM should not be blacklisted with in last 3 years in any of the government organisation	
3	OEM should have local representative available in the region for any type of support or escalation.	
4	3 years license of Firewall, VPN (IPsec), SSL VPN, IPS, Application Control, URL filtering, Anti-Bot, APT, Gateway Antivirus etc, Antispam, Sandboxing, SD-WAN, 24*7 Support, RMA should be quoted with the solution	
5	All the feature functionalities and throughputs must be achieved from single box. Bids proposing N + 1 clustering or stacking solution shall be rejected	
6	The proposed firewall family or its operation system must have EAL4 certified.	

Item No. 2 Core Switch: Cisco C9500-24Y4C-A

Item No. 3 Other Switch: Cisco C1300-24P-4G

Item No. 4 Indoor Wi-Fi: Cisco MR36

Item No. 5 Outdoor Wi-Fi: Cisco MR86

Technical compliance if any, to be provided on OEMs letterhead with signatures, name, email, contact number of Authorized signatory.

ANNEXURE-III

Performance Bank Guarantee Template

[Date]

To,

The Managing Director,
H.P. State Electronics Development Corporation Ltd.,
First Floor, IT Bhawan, Mehli, Shimla-171013.

Dear Sir,

1. Whereas M/s _____ (hereinafter called “CONTRACTOR”) has supplied _____ (as per Bill of Material Specified in this Document) as per agreement/supply order No. _____ dated _____ signed between the HPSEDC (hereinafter called “Client”) and them and as per the agreement/supply order the M/s. _____ is supposed to furnish Performance Security for supply of _____ and maintain the same for a period of _____ years.
2. NOW THEREFORE KNOW ALL THE MAN THESE PRESENTS THAT WE, __ (Bank Name) _____ having its Head Office at _____ (hereinafter called “the Bank”) are bound up to the Client in the sum of Rs. _____/- (Rs. _____) only) for which payment will and truly to be made to the said Client, the Bank binds itself, its successors and assignees by these presents.
3. The Bank further undertakes to pay to the purchaser up to the above amount on receipt of its first written demand, without the Client having to substantiate its demand. The Client’s decision in this regard shall be final and shall not be called upon to question under any circumstances. The Bank Guarantee will remain in force up to _____. However, its validity can be got extended before _____ solely at the instance of the Purchaser. This clause shall remain valid notwithstanding anything else contained to the contrary in this document.
4. Our responsibility under this guarantee is restricted to Rs. _____/- (Rupees _____) only and it will remain enforce up to _____ unless a demand in writing is received by the bank on or before _____. All your rights under

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the said guarantee shall be forfeited and we shall be released and discharged from all the liabilities thereafter.

5. This guarantee will remain in force up to <date of validity> and any demand in respect thereof should reach the Bank not later than the specified date/dates. However, notwithstanding anything else contained to the contrary in this Guarantee, if the implementing agency does not submit the fresh performance bank guarantee (as per required schedule and amount) till 15 days before expiry of this performance bank guarantee, the Purchaser may either forfeit the PBG or ask the Bank to extend validity of the Bank Guarantee for a further period not exceeding six months. In the latter situation, the Bank shall comply with such a request of extension.
6. Sealed with the Common Seal of the said Bank this _____ day of _____, 2025. In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this _____ day of _____, 2025 for Bank _____

Witness

Signature

Name

M/s. _____ (complete address)

Note: This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the Guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

ANNEXURE-IV

Bank Guarantee (BG) Format for EMD

Date _____

To

The Managing Director,
H.P. State Electronics Development Corporation Ltd., First Floor, IT
Bhawan, Mehli, Shimla-171013.

Dear Sir,

1. Whereas M/s. _____ (hereinafter called “Bidder”) has quoted against the Tender No: **HPSEDC/AMC-HIPA/2K25-6370**
2. Invited by M/s H.P. State Electronics Development Corporation Ltd. (HPSEDC) towards the supply of _____ is supposed to furnish a Bank Guarantee the same validity for a period of 180 days.
3. NOW THEREFORE KNOW ALL THE MAN THESE PRESENTS THAT WE, ____ (Bank Name)_____ having its Head Office at _____ (hereinafter called “the Bank”) are bound up to the Client in the sum of Rs. _____/- (Rs. _____) only) for which payment will and truly to be made to the said Client, the Bank binds itself, its successors and assignees by these presents.
4. The Bank further undertakes to pay the purchaser up to the above amount on receipt of its first written demand, without the Client/ HPSEDC having to substantiate its demand. The Client’s decision in this regard shall be final and shall not be called upon to question under any circumstances. The Bank Guarantee will remain in force up to 180 days. However, its validity can be extended before the expiry of its validity solely at the instance of the HPSEDC. This clause shall remain valid notwithstanding anything else contained to the contrary in this document.
5. Our responsibility under this guarantee is restricted to Rs. _____/- (Rupees _____) only, and it will remain enforced up to _____ unless a demand in writing is received by the bank on or before _____. All rights

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under the said guarantee shall be forfeited and we shall be released and discharged from all the liabilities thereafter.

6. This guarantee will remain in force up to <date of validity> and any demand in respect thereof should reach the Bank not later than the specified date/dates. However, notwithstanding anything else contained to the contrary in this Guarantee, if the bidder does not submit the fresh bank guarantee or extend the existing Bank Guarantee till 15 days before expiry of this bank guarantee, the Purchaser/ HPSEDC may either forfeit the BG or ask the Bank to extend validity of the Bank Guarantee for a further period not exceeding six months. In the latter situation, the Bank shall comply with such a request of extension.
7. Sealed with the Common Seal of the said Bank this _____ day of _____, 2025. In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this _____ day of _____, 2025 for Bank _____

Witness

Signature

Name

M/s. _____ (complete address)

Note: This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the Guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

Latest instructions for bidders:

- I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
- II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- III. "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
 - a. An entity incorporated, established, or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established, or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established, or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country; or
 - e. An Indian (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country; or
 - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- IV. The beneficial owner for the purpose of (III) above will be as:
 1. In the case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical persons, has a controlling ownership interest or who exercises control through other means.

Explanation—

- a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent of shares or capital or profits of the company.
- b. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholder agreements or voting agreements.

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2. In the case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical persons, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership.
 3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
 4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
 5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

The Bidder has to provide the following declarations (duly signed and stamped):

Declaration 1 of Latest instructions to bidders

"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I hereby certify that this bidder is not from such a country and is eligible to be considered."

Declaration 2 of Latest instructions to bidders

"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India. I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]

Declaration 3 of Latest instructions to bidders

"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached".

In case the bidder is a Himachal based company/ firm/ entity, then the bidder should submit a self-declaration certificate regarding above mentioned Declaration 1, 2 and 3.

Note: Interested bidders may refer to the Office Memorandum (F. No. 6/18/2019-PPD) dated 23.07.2020 of the Department of Expenditure, Ministry of Finance, Govt. of India for further details and all the requirements will be in accordance with this memorandum.