

### Bid Document

Bid Details	
Bid End Date/Time	20-07-2020 14:00:00
Bid Opening Date/Time	20-07-2020 14:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	60 (Days)
Ministry/State Name	Ministry Of Home Affairs
Department Name	Department Of Home
Organisation Name	New Delhi Municipal Council, Ndmc
Office Name	New Delhi Municipal Council
Total Quantity	1
Item Category	API MANAGEMENT SOFTWARE
Bidder Turnover (Last 3 Years)	75 Lakh (s)
OEM Average Turnover (Last 3 Years)	150 Lakh (s)
Experience Criteria	3 Year (s)
MSE Exemption for Years Of Experience and Turnover	Yes
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Inspection Required	No

### EMD Detail

Advisory Bank	State Bank of India
EMD Percentage(%)	2.00
EMD Amount	300000

### ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	5.00
Duration of ePBG required (Months).	40

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

#### **Beneficiary:**

Secretary,NDMC

New Delhi Municipal Council, Department of Home, New Delhi Municipal Council, NDMC, Ministry of Home Affairs

(Secretary,ndmc)

#### **Splitting**

Bid splitting not applied.

1. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of years as indicated in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

2. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

### **API MANAGEMENT SOFTWARE ( 1 pieces )**

#### **Technical Specifications**

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
BASIC INFORMATION	<b>Types of API Management</b>	1. Software	1. Software

<b>Solution</b>		
<b>If Software, then OS supported</b>	2. Linux,3.CentOS,Red Hat,Ubuntu	2. Linux, 3.CentOS, Ubuntu, RedHat
<b>Offered items are</b>	1. Only Product	1. Only Product
<b>Type of Product Module</b>	1. Gateway Module .,2. Consumer/Developer Module .,3. Publisher Module.,4. API Security Management Module,5. API Manager Module.,6.Reporting / Analytics / Alerts Module .	1. Gateway Module ., 2. Consumer/Developer Module ., 3. Publisher Module., 4. API Security Management Module, 5. API Manager Module., 6.Reporting / Analytics / Alerts Module .
<b>Deployment option</b>	1. On-site/On-premise/Private Cloud,2. Public Cloud,3. Hybrid cloud.	1. On-site/On-premise/Private Cloud, 2. Public Cloud, 3. Hybrid cloud.
<b>If On Site/Premise of Buyer as pure SW installation then If on-site, then</b>	1. Container Based,2. Server/VM based Deployment	1. Container Based, 2. Server/VM based Deployment
If On-site, then typical size of container/VM/Server instance in terms of CPU/Memory/Storage	-	*
<b>If On-site, then Sizing per Container/VM/Server Instance (in TPS) Hint :- Select '0' if not applicable</b>	5000	5000.0 - 100000.0 Or higher
<b>Maximum Throughput Per Second (TPS) handled by the product in production deployment (Hint :- Select '0' if not applicable)</b>	5000	5000.0 - 100000.0 Or higher
OEM Model / Part No	-	*
Software Description	-	*
Software Version	-	*
Date of Launch of Version	-	*
<b>Training Options</b>	On-Site classroom,Virtual,Training Material	On-Site classroom, Virtual, Training Material
<b>No of days Training</b>	5	5

SCOPE OF LICENCE	<b>Provided</b>		
	<b>Number of Years upto which Support is available from OEM</b>	3	3
	<b>Types of Licence</b>	2.Subscription	2.Subscription
	<b>Licencing option</b>	8. Per Physical Data Centre	8. Per Physical Data Centre
	<b>If API Calls Per Second in the above then TPS (Transaction per second) of the offered product (Hint Select '0' if not applicable)</b>	0	0.0 - 100000.0 Or higher
	<b>If Gateway in the above then TPS (Transaction per second) of the offered product (Hint :- Select '0' if not applicable)</b>	0	0.0 - 100000.0 Or higher
Gateway Module	<b>"If Subscription Based, Duration of Subscription (in months) (Hint : Select '0' if not applicable)"</b>	36	36.0 - 60.0 Or higher
	<b>Gateway Deployment Features</b>	1) Support deployment of multiple API gateways as per requirements either centrally or distributed as per Buyer(user) infrastructure.,2) Support deployment of API gateways across multiple locations, data centers,Buyer(user) cloud and the same to be manageable through single centralized console.,3) Support independent auto-scalability of API gateways instances.,4) Support individual deployment of API Gateways for each or combined API services per tenant wise.,5) Support deployment of API Gateways in	1) Support deployment of multiple API gateways as per requirements either centrally or distributed as per Buyer(user) infrastructure., 2) Support deployment of API gateways across multiple locations, data centers,Buyer(user) cloud and the same to be manageable through single centralized console., 3) Support independent auto-scalability of API gateways instances., 4) Support individual deployment of API Gateways for each or combined API services per tenant wise., 5) Support deployment of API Gateways in

	containers format for micro services applications.,6) Capable to run separate API gateway deployment & instances for each tenant of API Management solution.,7) Support direct integration from application code using plugins for access control & traffic reporting to reduce another layer of API gateway deployments for network sensitive applications.	containers format for micro services applications., 6) Capable to run separate API gateway deployment & instances for each tenant of API Management solution., 7) Support direct integration from application code using plugins for access control & traffic reporting to reduce another layer of API gateway deployments for network sensitive applications.
<b>API Gateway Policies Features</b>	1) Provide out of the box features / policies / plugins to enable / disable capabilities in API gateway as per requirements.,2) Support addition, customization, deletion of features / policies / plugins into API gateway.,3) Support Cross-Origin Resource Sharing (CORS) through its API gateway & to be customizable to define the values from centralized admin console.,4) Support modification of upstream URL based on request path.,5) Support blacklisting / whitelisting of IPs for each API gateway instance through centralized admin console of tenant.,6) Support anonymous access for selected exposed APIs through its gateway.,7) Support control of HTTP request and response headers through API gateway.,8) Support customizable access logging per service for auditing purpose	1) Provide out of the box features / policies / plugins to enable / disable capabilities in API gateway as per requirements., 2) Support addition, customization, deletion of features / policies / plugins into API gateway., 3) Support Cross-Origin Resource Sharing (CORS) through its API gateway & to be customizable to define the values from centralized admin console., 4) Support modification of upstream URL based on request path., 5) Support blacklisting / whitelisting of IPs for each API gateway instance through centralized admin console of tenant., 6) Support anonymous access for selected exposed APIs through its gateway., 7) Support control of HTTP request and response headers through API gateway., 8) Support customizable access logging per service for auditing purpose

		through API gateway	through API gateway
	<b>Support API gateway plugin for</b>	1) Java,2) .Net,3) PHP,4) Node.JS,5) Ruby,6) Python,7) Curl	1) Java, 2) .Net, 3) PHP, 4) Node.JS, 5) Ruby, 6) Python, 7) Curl
Consumer/Developer Module	<b>Consumer/Developer Module Features</b>	<p>1) Provide out of the box integrated developer &amp; partner portal for API documentation, onboarding &amp; self-service.,2) Provide customizable developer portal for creating rich user experiences.,3) Support self-sign up &amp; unlimited developer accounts.,4) Support self-signup with mandatory tenant admin approval.,5) Support separate developer dashboard for each tenants,6) Support self-signup without mandatory admin approval only for specific API access plans and if enabled by admin.,7 Support creation of multiple users under one consumer/developer account.,8) Provide messages &amp; notification services under developer portal for collaboration and ease of communications.,9) Provide Messages and notification services under developer portal for new versions of subscribed APIs.,10) Developer portal allows easy discovery of APIs through browse , search by provider , tags or name.,11) Developer portal has option for API Testing &amp; Evaluation.,12) Developer Portal has the option to provide Feedback on API and Forum support - to</p>	<p>1) Provide out of the box integrated developer &amp; partner portal for API documentation, onboarding &amp; self-service., 2) Provide customizable developer portal for creating rich user experiences., 3) Support self-sign up &amp; unlimited developer accounts., 4) Support self-signup with mandatory tenant admin approval., 5) Support separate developer dashboard for each tenants, 6) Support self-signup without mandatory admin approval only for specific API access plans and if enabled by admin., 7 Support creation of multiple users under one consumer/developer account., 8) Provide messages &amp; notification services under developer portal for collaboration and ease of communications., 9) Provide Messages and notification services under developer portal for new versions of subscribed APIs., 10) Developer portal allows easy discovery of APIs through browse , search by provider , tags or name., 11) Developer portal has option for API Testing &amp; Evaluation., 12) Developer Portal has the option to provide Feedback on API and Forum support - to</p>

		generate queries with respect to APIs they consume.,13) Developer portal has the option to automatically generate client side code in popular languages like Javascript, node.js, Python, Ruby, PHP, Java, .net,14) NA	generate queries with respect to APIs they consume., 13) Developer portal has the option to automatically generate client side code in popular languages like Javascript, node.js, Python, Ruby, PHP, Java, .net, 14) NA
Publisher Module	<b>Publisher Module Features</b>	1) Support REST & SOAP APIs.,2) Defining API specifications using standards like Swagger 2.0 and open API specification(OAS) 3.0, provides option to upgrade APIs defined in older version to latest standards. The system able to autogenerte WSDL or Swagger with ISO standard.,3) The API management solution able to accomodate multiple versions in production simultaneously, either to accomodate older clients or different technologies like SOAP, REST and JSON.,4) Manage API lifecycle to Create, Prototype, Publish, Block, Deprecate, and retire.,5) Provide REST API to integrate with any external 3rd Party / Client applications.,6) Provide REST API's for API configuration management including but not limited to account management, service management, security, analytics etc.,7) Provide an interface for its own API documentations and testing.,8) Support for publishing modern RESTful APIs for Web,mobile and IoT consumption. Option to orchestrate modern	1) Support REST & SOAP APIs., 2) Defining API specifications using standards like Swagger 2.0 and open API specification(OAS) 3.0, provides option to upgrade APIs defined in older version to latest standards. The system able to autogenerte WSDL or Swagger with ISO standard., 3) The API management solution able to accomodate multiple versions in production simultaneously, either to accomodate older clients or different technologies like SOAP, REST and JSON., 4) Manage API lifecycle to Create, Prototype, Publish, Block, Deprecate, and retire., 5) Provide REST API to integrate with any external 3rd Party / Client applications., 6) Provide REST API's for API configuration management including but not limited to account management, service management, security, analytics etc., 7) Provide an interface for its own API documentations and testing., 8) Support for publishing modern RESTful APIs for Web,mobile and IoT consumption. Option to orchestrate modern

	REST and OData APIs from existing or legace backend APIs	REST and OData APIs from existing or legace backend APIs
<b>API Security Manager Module Features</b>	<p>1) Support API authentication using system auto generated API app id &amp; API key combination. The application is identified via the App ID and authenticated via the App Key.,2) Support API authentication using JWT Token / OpenID Connect.,3) Provide option to regenerate the API keys either by tenant admin or directly by API consumer organization admin / developer.,4) Provide option to use custom key instead of auto generated for API authentication.,5) Capable to include single sign on solution for JWT token generation / OpenID connect token generation &amp; authentication.,6) Support all methods for authentication parameters locations as following - headers, query parameters, body parameters, HTTP basic authentication etc.,7) Support customization of key parameter name through web admin user interface.,8) Provide tenant admin capabilities to suspend Application /API/ Key/ Authentication access in case of any suspicious activity.,9) Provide tenant admin capabilities to resume the suspended Application /API / Authentication access post rectifications.,10) Support defining host</p>	<p>1) Support API authentication using system auto generated API app id &amp; API key combination. The application is identified via the App ID and authenticated via the App Key., 2) Support API authentication using JWT Token / OpenID Connect., 3) Provide option to regenerate the API keys either by tenant admin or directly by API consumer organization admin / developer., 4) Provide option to use custom key instead of auto generated for API authentication., 5) Capable to include single sign on solution for JWT token generation / OpenID connect token generation &amp; authentication., 6) Support all methods for authentication parameters locations as following - headers, query parameters, body parameters, HTTP basic authentication etc., 7) Support customization of key parameter name through web admin user interface., 8) Provide tenant admin capabilities to suspend Application /API/ Key/ Authentication access in case of any suspicious activity., 9) Provide tenant admin capabilities to resume the suspended Application /API / Authentication access post rectifications., 10) Support defining host</p>



		header and secret token for every upstream backend call to secure and authenticate naked backend APIs.,11) Capture and report API response codes.,12) Support for different resource authorization schemes like Oauth 2.0, OpenId, X.509 and SAML(Security Assertion Markup Language ),13) Issue and accept different types of credentials for authentication.,19) Enable cross-origin resource sharing (CORS) support for your API	header and secret token for every upstream backend call to secure and authenticate naked backend APIs., 11) Capture and report API response codes., 12) Support for different resource authorization schemes like Oauth 2.0, OpenId, X.509 and SAML(Security Assertion Markup Language ), 13) Issue and accept different types of credentials for authentication., 19) Enable cross-origin resource sharing (CORS) support for your API
API Management Module	<b>API Management Features</b>	1) Provide centralized web based , rolebased access control to its user interface to configure, manage and monitor API services.,2) Admin console to integrate with industry standarad LDAP/Active directiory solution,Single Sign On.,3) Support high availability and scalability out of the box.,4) API Management can be configured to dynamically scale up or down as needed.,5)Scalable with effective throttling, prioritization, caching and routing.,6) Provide traffic throttling based on tenant admin defined configurations & rules to be easy customizable through web user interface.,7) Provide multitenancy in single centralized deployment.,8) Tenant admins able to create multiple user plans along with custom	1) Provide centralized web based , rolebased access control to its user interface to configure, manage and monitor API services., 2) Admin console to integrate with industry standarad LDAP/Active directiory solution,Single Sign On., 3) Support high availability and scalability out of the box., 4) API Management can be configured to dynamically scale up or down as needed., 5)Scalable with effective throttling, prioritization, caching and routing., 6) Provide traffic throttling based on tenant admin defined configurations & rules to be easy customizable through web user interface., 7) Provide multitenancy in single centralized deployment., 8) Tenant admins able to create multiple user plans along with custom

		<p>features for consumer to subscribe.,9)</p> <p>Support tenant admins mandatory approval for API access plan signup. This feature is configurable.,10)</p> <p>Support rate limit configurations in various ways e.g. minutes / hour / day etc.,11)</p> <p>Support configuring features &amp; access policies based on API versions identified through request URL's.,12)</p> <p>Management dashboard for real time monitoring for collective measurement.</p>	<p>features for consumer to subscribe., 9)</p> <p>Support tenant admins mandatory approval for API access plan signup. This feature is configurable., 10)</p> <p>Support rate limit configurations in various ways e.g. minutes / hour / day etc., 11)</p> <p>Support configuring features &amp; access policies based on API versions identified through request URL's., 12)</p> <p>Management dashboard for real time monitoring for collective measurement.</p>
Reporting / Analytics / Alerts Module	<b>Reporting / Analytics / Alerts Features</b>	<p>1) Provide out of the box reports to tenant admins to track how developers are utilizing APIs against their quota and provide custom, ad-hoc reporting into the health and performance of API for forecasting or analysis.,2)</p> <p>Provide out of the box statistics to API consumer organization through developer/partner portal.,3)</p> <p>Integrate with existing email systems to send email notifications.,4)</p> <p>Provide alerts &amp; notifications to tenant admins &amp; API consumers through web user interface and email both.,6)</p> <p>Provide notifications by invoking webhooks in case of occurrence of configured events.,7)</p> <p>Ability to generate Audit trail reports</p>	<p>1) Provide out of the box reports to tenant admins to track how developers are utilizing APIs against their quota and provide custom, ad-hoc reporting into the health and performance of API for forecasting or analysis.,</p> <p>2) Provide out of the box statistics to API consumer organization through developer/partner portal., 3)</p> <p>Integrate with existing email systems to send email notifications., 4)</p> <p>Provide alerts &amp; notifications to tenant admins &amp; API consumers through web user interface and email both., 6)</p> <p>Provide notifications by invoking webhooks in case of occurrence of configured events., 7)</p> <p>Ability to generate Audit trail reports</p>
TECHNICAL SUPPORT SERVICE	<b>Technical Support Service provided by</b>	1. OEM	1. OEM
	<b>Period for</b>	36	36.0 - 60.0 Or higher

	<b>Product/Technical Support included in the scope of supply (Hint : Select '0' if not applicable)</b>		
	Scope of Product/Technical Support provided by the OEM are	3. Remote (Offsite) support via Telephone, Email, Video Calling, etc.	*
	<b>If Technical support provided by channel partner/vendor/system integrator/seller then whether they are authorized by OEM</b>	Yes	Yes
	<b>Scope of Technical Support for channel partner/vendor/system integrator/seller are</b>	3. Remote (via Telephone, Email, Video Calling, etc.),1. Software Upgradation,5. Installation support,6. Integration support,2. Updation with Patches Bug Fixes and Repair of known Issues;,8.End to End Workflow Implementation support,7.Configuration support,9. User Acceptance Testing of all modules.	1. Software Upgradation, 2. Updation with Patches Bug Fixes and Repair of known Issues;, 3. Remote (via Telephone, Email, Video Calling, etc.), 5. Installation support, 6. Integration support, 7.Configuration support, 8.End to End Workflow Implementation support, 9. User Acceptance Testing of all modules.
SLA FOR TECHNICAL SUPPORT SERVICE	<b>High Severity Priority Issue, P1 Consists of</b>	1. Any fault which causes failure of a critical feature,2. Significant loss of visibility of application performance or irreparable loss of data within the application (such as connectivity to the host server),3. Customer declared critical issue with the concurrence of customer and vendor management,4. Any fault that keeps the system from meeting significantly documented standards or performance specifications	1. Any fault which causes failure of a critical feature, 2. Significant loss of visibility of application performance or irreparable loss of data within the application (such as connectivity to the host server), 3. Customer declared critical issue with the concurrence of customer and vendor management, 4. Any fault that keeps the system from meeting significantly documented standards or performance specifications

<b>"Response Time for Technical Support Level Commitment for High Severity Priority Issue (P1) (Maximum in Hours) (Hint : Select '0' if not applicable)"</b>	8	8
<b>"Penalty for Non Adherence to P1 Response Time of Technical Support Value (Cumulative Maximum 5 % of Technical Support Value)"</b>	0.05 % per Hour	0.05 % per Hour
<b>Medium Severity Priority Issue, P2 Consists of</b>	3. Failures in application performance that requires additional dedicated resources to maintain core application elements,2. Application is running at a degraded capacity with potential risk of losing critical data,1. Any fault which causes failure of a non-critical feature of the application	1. Any fault which causes failure of a non-critical feature of the application, 2. Application is running at a degraded capacity with potential risk of losing critical data, 3. Failures in application performance that requires additional dedicated resources to maintain core application elements
<b>"Response Time for Technical Support Level Commitment for Medium Severity Priority Issue (P2) (Maximum in days) (Hint :- Select'0' if not applicable) "</b>	1	1
<b>"Penalty for Non Adherence to P2 Response Time of Technical Support Value (Cumulative Maximum 3 % Technical Support Value)"</b>	0.25 % per Day,	0.25 % per Day,
<b>Low Severity Priority Issue, P3 Consists of</b>	1. Loss of administrative capabilities (non-P1/non-P2),2. Loss of full feature functionality (non-P1/non-P2),3. Discovery	1. Loss of administrative capabilities (non-P1/non-P2), 2. Loss of full feature functionality (non-P1/non-P2), 3.

		of application bug with a short-term workaround,4. Any remote upgrade or support not associated with resolution of a P1 or P2 issue	Discovery of application bug with a short-term workaround, 4. Any remote upgrade or support not associated with resolution of a P1 or P2 issue
	<b>"Response Time for Technical Support Level Commitment for Low Severity Priority Issue (P3) (Maximum in days) (Hint :- Select '0' if not applicable)"</b>	2	2
	<b>"Penalty for Non Adherence to P3 Response Time of Technical Support Value (Cumulative Maximum 2 % Technical Support Value)"</b>	0.25 % per Day	0.25 % per Day
RECOMMENDED HARDWARE REQUIREMENT PARAMETER FOR ON-PREMISE DEPLOYMENT	Number of servers required	-	*
	CPU required	-	*
	Operating Systems supported	1. Linux	*
	Storage Requirement (in GB)	-	*
	Supported Web Browsers	-	*
	Any Specific, hardware component required to enhance performance and accuracy ?	-	*
GENERIC PARAMETERS	Valid Licence copy to be provided	YES	*
	Software supplied through	Media & URL Link	*
	Security Certification from Cert-In	-	*
	Hyper link to Data sheet	-	*
	Total Number of installation of the product during last 5 years	100	*
	Number of Software	0	*

	deployment/Installed in Govt/PSU Department from OEM		
	Details of Government Department/PSU email, phone no of concerned authority where Software installed for above	-	*

\* Specifications highlighted in bold are the Golden Parameters.

\* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement ( allowed Values) by the Buyer.

### Additional Specification Documents

### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Abdul Wahid Ansari	110001,ROOM NO-7001, 7TH FLOOR,NDMC PALIKA KENDRA,PARLIAMENT STREET,NEW DELHI	1	30

### Bid Specific Additional Terms and Conditions

1. Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)
2. Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
3. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.
4. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
5. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
6. IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

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

**---Thank You---**