

TENDER No.: GUVNL / TECH / 60275

I/C CE (Technical), GUVNL invites “On line Tenders” (e-tendering) for **Wide Area Network Hardware Equipment AMC, Warranty, Network Operating Center-NOC monitoring and control and Networking Engineers Manpower Services For NOC, Various locations of GUVNL and its subsidiary companies** on <https://www.guvnl.nprocure.com> (For view, down load and on line submission) and GUVNL web site www.gseb.com (For View & down load only). “All the relevant documents of tender to be submitted physically will be received only by Registered Post A.D. or Speed Post addressed to **I/C Chief Engineer (Technical), Gujarat Urja Vikas Nigam Limited, Corporate Office, S.P. Vidyut Bhavan, Race Course, Vadodara - 390 007. The bidder has to offer the price bid through on line only. “NO COURIER SERVICE OR HAND DELIVERY will be allowed.”**

Sr. No.	Description	
1	Tender No.:	GUVNL / TECH /60275/
2	Work of	Wide Area Network Hardware Equipment AMC, Warranty, Network Operating Center-NOC monitoring and control and Networking Engineers Manpower Services For NOC, Various locations of GUVNL and its subsidiary companies
3	Tender Fee (non refundable)	Rs. 7500/- +18% GST (i.e. Rs 8850/-)
4	Earnest Money Deposit amount (Refundable)	Rs 1,20,000/-
5	On line (E-tendering) price bid offer submission last date up to 14.00 hours only. (This is mandatory)	05.07.19
6	Physical submission of all the relevant documents, last date up to 14.00 hours. By RPAD or SPEED POST only. (This is Mandatory)	08.07.19
7	Date of opening of Tender fee, EMD cover and technical bid at 15.00 Hours	08.07.19
8	Tentative Date of on – line opening of Price bid, (if possible)	Shall be intimated separately to technically qualified bidders
9	Prices	Firm

IMPORTANT:

1. All the relevant documents as per requirement of the Tender to be submitted physically along with the Tender Fee, EMD in sealed cover on or before due date and time. All such documents should be strictly submitted by RPAD / speed post only. Otherwise the offer will not be considered and no any further communication in the matter will be entertained. **The tender in physical form is to be submitted in**

single copy (the price bid is not to be submitted with the physical documents).

2. If any deviation is/are found in data/documents/details or submission made in physical and in on line mode, the same shall be liable for rejection at the discretion on data/documents/details of the online offer. Whatever item quoted is considered for technical evaluation. The quantity offered in price bid shall stand final in case of any discrepancy.
3. It is mandatory to submit the tender document by both forms Viz. online as well as physically before due date. If the tender document submitted in any one form, then the same tender will not be considered.

Bidders are requested to remain in touch with the web-site for any amendment / corrigendum or extension of due date etc.

Any technical questions, information and clarifications that may be required pertaining to this enquiry should be referred to: **The I/C CHIEF ENGINEER (TECHNICAL), Gujarat Urja Vikas Nigam Limited, Corporate Office, S. P. Vidyut Bhavan, Race Course, Vadodara - 390 007.**

GUVNL reserves the right to reject any OR all tenders without assigning any reasons thereof.

Yours faithfully,

(R.B.Patel)

I/C Chief Engineer (Technical)

NOTE:

In case bidder needs any clarification or if training required for participating in online tender, they can contact the following office:

(n) Procure Cell

(n) Code solutions-A division of GNFC Ltd.,

403, GNFC Info tower, S.G. Road, Bodakdev

Ahmedabad – 380054 (Gujarat)

Toll Free: 1-800-233-1010 (Ext. 501, 512, 516, 517, 525)

Phone No. 079-26857315 / 316 / 317

Fax: 079-26857321 / 40007533

Email: nproucre@gnfc.net

Other terms & conditions are as per tender documents

Technical Terms and Conditions:

1. Overview

Gujarat is the first state in the power sector of the country having implemented the end-to-end Enterprise wide Resource Planning (ERP) named e-Urja Project for its core activities to meet changing business imperatives and to make the new entities more responsive and pro-active which emerged out after unbundling of erstwhile 'GEB'. With this objective, Gujarat Urja Vikas Nigam Limited (GUVNL) and all its subsidiaries went for IT enablement in the year 2006 in the generation of power, Transmission and its distribution spanning from customer relationship management to satisfy the needs of its

1.3 Crores consumers to complex module of power purchase, load management, finance, consumer billing and HR of its more than 50,000 employees. GUVNL has deployed Wide Area Network (WAN), it covers 1500 widely dispersed offices networked with numerous heterogeneous communication links from western border of India (Rann of Kutch) to southern part of Gujarat to connect them with GUVNL Data Center located at Vadodara.

The subsidiary companies of GUVNL are as follows.

Gujarat State Electricity company Limited (GSECL) H.Q. at Vadodara.
(Generation) Gujarat Energy Transmission Company Limited (GETCO) H.Q. at Vadodara. (Transmission)
Dakshin Gujarat Vij Company Limited (DGVCL) H.Q. at Surat. (Distribution)
Madhya Gujarat Vij Company Limited (MGVCL) H.Q. at Vadodara. (Distribution)
Paschim Gujarat Vij Company Limited (PGVCL) H.Q. at Rajkot. (Distribution)
Uttar Gujarat Vij Company Limited (UGVCL) H.Q. at Mehsana. (Distribution)

2. Objective

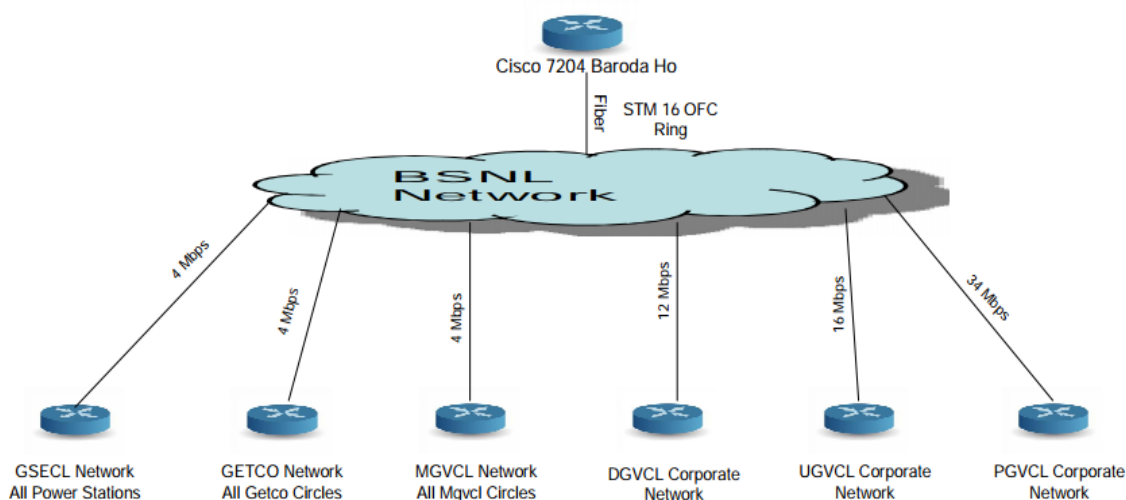
GUVNL currently has a wide area network consisting of point to point lease circuits. Each network location is connected with one or more lease link circuits. GUVNL has Secure, Robust, Scalable, State-of-the-art Wide Area Network connecting its various field offices with its Primary Data Centre (PDC) located at Vadodara, Gujarat. GUVNL has a four tier network where the access points, i.e., Subdivision/Substation locations are connected to Aggregating points, i.e. Division locations offices, again Division locations are connected to Aggregating points, i.e. Circle/PowerStation locations offices, again Circle offices locations are connected to Aggregating points, i.e. corporate office locations, which are linked to Data Centre. As on date, all offices are networked using Leased Lines on Optic Fiber Cable/ Copper/ Radio Frequency using MLLN/Non-MLLN. GUVNL may upgrade/refresh the Network at

Subdivision/Division locations, Aggregation Points and at Data Center using VPN, MPLS or any other future technologies to meet the GUVNL's future business requirements.

The Network Operation Centre (NOC) is located at GUVNL-Vadodara, connected with PDC through multiple point to point Lease Links. These Wide Area Network Hardware Equipment AMC, Warranty, NOC & Networking Engineers Manpower Services are required for e-Urja Project at various offices of GUVNL and its subsidiaries companies by making it fully and seamlessly operational for the intended use as desired by GUVNL. Purpose of this RFP is to solicit proposals from qualified Bidders.

This document is a Request for Proposal ("RFP") for managing various Network Services. GUVNL seeks a prime contractor with best-in-class capabilities and in managing network services. The Selected bidder will provide the resources and expertise necessary to deliver and integrate a broad scope of manage Network Services of the highest quality for complex environments. GUVNL seeks to acquire the services of a single provider providing all the offered services at this RFP, who will act as the prime contractor responsible for the delivery of high-quality Network Services to GUVNL with an option to renew for additional period.

GUVNL WAN Layout



GUVNL the holding company location and three subsidiary company's corporate offices, that is GSECL, GETCO and MGVCL are presently located nearby the Data Center building, these offices are connected through GUVNL LAN with Data Center. However their downstream locations are connected to DC thru respective hierarchical locations.

Informative company wise network sample hierarchy diagram with its immediate upstream location are kept at Annexure-Y.

3. Eligibility Criteria (Pre-Qualification)

No.	Eligibility Criteria	Documentary Proofs Required
1	The bidder company shall have to provide undertaking to support all the items during contract period which are proposed as part of this RFP.	Bidder has to submit self-declaration on its letter with authorized signatory which includes the activities like Technical Assistance support, Spares support etc for all the WAN equipments which are proposed as part of this RFP listed at Annexure-X.
2	The bidder company shall have a valid GST Registration Number, PF Code and PAN.	Attested copies of the GST registration certificate, PF code and PAN card in the name of bidder company.
3	The bidder company shall have been in operation for at least 05 years as of 31-12-2018	Certificate of Commencement of Business issued by the Registrar of Companies in the name of bidder company.
4	The bidder company shall have annual turnover of Rs. 5 crore or more per annum in each of the last 3 financial years. (i.e. 2015-16, 2016-17, 2017-18)	Audited financial statements of the company / annual reports for the respective financial years. The financial statements must distinctly describe the revenue heads.
5	The company must have 05 (five) Years Experience in Wide Area Network Hardware Equipment AMC, Warranty, NOC & Networking Engineers Manpower Services. The company shall have supplied similar Wide Area Network Hardware Equipment AMC, Warranty, NOC & Networking Engineers Manpower Services in India at least for one Government of Gujarat, Government of India or PSUs.	Copy of Work Order showing the activities carried out and order value during last 5 years. List of Government of Gujarat, Government of India or PSUs Clients along with a copy of satisfactory work completion certificate.
6	The bidder company should not have been black listed or given “stop deal” notice by any of the Govt. of Gujarat agencies / Government of Gujarat/Government of India/ PSUs.	Details, if any, in context of this clause shall be provided.

7	Bidder must submit a detailed statement of facts and profile of company including year of commencement of business, Internet site details, name and title of the Authorized signatory for their Bid, their contact numbers and e-mail address	To be provided on company letter head and a copy of Power of Attorney in favor of Authorized Signatory.
8	Bidder must submit the satisfactory work completion/ satisfactory performance report of at least one or more projects of similar type of this RFP and have experience in setting up and operating minimum 500 WAN locations in each project in India for minimum three consecutive years.	Certificate from order placing company for satisfactory work completion/ satisfactory performance report of at least one or more projects of similar type of this RFP and size of the project.
9.	The bidder company must submit undertaking to provide technical support including spares, patches, software version/upgrade etc for at least next one year from the date of bid submission for all the WAN equipments listed at Annexure-X.	To be provided on company letter head.
10.	The Bidder should have their own Support Center for providing 24x7x365 Telephonic and onsite support, preferably in Gujarat. The Bidder has to provide details of remote service infrastructure of Bidder to ensure immediate response and faster call resolution. The Bidder should not sub-contract its services. The Bidder should submit the Support Center Details.	The Bidder should submit the Support Center Details.

These eligibility criteria are neither exhaustive nor in any particular order of significance. Any bid not meeting all of these minimum eligibility criteria is liable to be rejected by GUVNL.

Please enclose documentary proof for all the above criteria. In absence of these, the bids will not be considered for further evaluation. No further correspondence will be entertained in this case.

All eligible and interested bidders shall have to download the RFP document from GUVNL website www.guvnl.com (RFP does not bear document cost).

4. Bidding Process

Bidders shall submit their Bids in two separate parts as follows:

1. Technical Bid containing the exhaustive and comprehensive Technical details of Wide Area Network Hardware Equipment AMC,

Warranty, NOC & Networking Engineers Manpower Services.

2. Commercial Bid containing the pricing information only on “nprocure” site www.nprocure.com (**No physical commercial bid to be submitted**)

The Technical Bids should NOT contain any pricing or commercial information.

Proposal Evaluation

Initially technical bids will be opened and evaluated. Those bidders who satisfy the technical requirements of the solution and successful acceptance of Wide Area Network Hardware Equipment AMC, Warranty, NOC & Networking Engineers Manpower Services as per the requirements/specifications in **Schedule – A** and the terms and conditions of this document shall be short-listed. In case of GUVNL not being satisfied with the eligibility criteria documents, bidder may be disqualified. Commercial bids as per **Schedule – B** shall be opened only for the short-listed bidders who have qualified in the technical bid.

Price Evaluation

All technically qualified bids will be evaluated on firm price end cost basis, If GUVNL feels that there is lack of serious competition or any other reasons, GUVNL may negotiate with the L-1 party. GUVNL's decision shall be final and binding on all the parties.

5. Scope of Work:

5.1 WAN Hardware Equipment Warranty:

The scope of work is comprehensive warranty of hardware which includes make available existing and future software IOS versions, upgrades and patches for all components of the equipments and installs the same, also replacement, repair and logistic etc covering following equipments.

List of WAN hardware equipment	
Item Description	Quantity
CISCO 7206 Router	2
CISCO 3825 Router	34
CISCO 2821 Router	152
CISCO 1841 Router	504
Hwic-1T Card	51
Wic-4T Card	288

Wic-1T Card	558
G.703 2W Modem	498
V.35 2W Modem	434
RAD Interface Convertor	840
CISCO L2 2960G Switch	3
CISCO L2 2960 Switch	3
NM 4T Card	4
CAB-SS-V35MT Smart Cable	572
V.35 DTE Smart Serial Cable	930
WIC-2T-2 Port WAN Inter Module	49
Easy Config	25
42U Rack with selves & Items	45
12U Rack with selves & Items	481
CISCO 1941 Router	51
CISCO 3925 Router	2
CISCO SG- 300 Switch	9
CISCO 3750 Switch	1

5.2 WAN Infrastructure AMC

The scope of work is AMC services for WAN hardware and maintenances of data link, bidder required to perform activities like:

1. Liaison with service provider for media link down time.
2. Token generation of complaint, follow up with service provider till complain resolve.
3. Service provider Local Line problems, Fiber MUX CPE Issues.
4. Service provider Hardware Problem, Lease Line Down/ Fluctuation.
5. Loss in Line, service provider Media Problem, OFC Cut.
6. Line Shifting/ Cancellation, Power Failure/ Shutdown etc.
7. For such kind of regular WAN link maintenance services, liaisoning with service provider and logistic services to OEM are under scope of bidder's AMC services.

5.3 Broad Scope of Work

1. The Bidder is required to install, configure, operational and augment Networking Equipments at GUVNL locations and at Network Aggregation Point locations. The Networking equipment includes Routers, Modems, Convertors, Cards, required accessories etc. Refer to "Annexure-X" for specifications of these Network Equipments mentioned in this RFP are deployed at GUVNL's locations spread across GUJARAT. The successful bidder is also required to manage and maintain the existing network

equipment for the contractual period.

2. The successful Bidder is required to co-ordinate with GUVNL's existing Network Integrator, System Integrator, Security Integrator and GUVNL's team at the respective locations for the allocation of suitable IP addressing Schema, Configuration, operationalization and end to end connectivity i.e. till Data Center network and WAN Optimization equipments. The Bidder has to use the existing/new IP Schema. Bidder shall meet the defined SLAs for uptime of the networking and WAN Optimization equipments and should ensure low turnaround time in the event of equipment failure.
3. If required The GUVNL may add/procure additional networking equipments apart from the above mentioned WAN equipments as per GUVNL's plan to connect additional locations. The successful bidder has to provide all the services defined in this RFP for such additional networking equipments at mutually agreed rates with GUVNL.
4. As the customer centric applications are running on the network, the Bidder shall be responsible for ensuring the highest uptime of the equipments and there should not be any impact on the performance of any of the applications.
5. GUVNL may conduct acceptance testing process (ATP) on the network equipments to ascertain the complete installation i.e. end to end testing from field location/Aggregation points to Data Centre.
6. The Bidder is required to manage to deliver Networking Equipments at the GUVNL's respective locations where the WAN hardware is required.
7. The Bidder shall be responsible for timely compliance of all Device Level Audit observations as and when required by GUVNL.
8. The Bidder shall provide all present and future software IOS versions, upgrades and patches for all components of the equipments and install the same.
9. The Bidder shall be responsible for doing preventive maintenance of entire Network and WAN equipments at all sites on monthly basis except at Sub Division/ Substation locations on quarterly basis. Through preventive maintenance the bidder shall ensure whether equipments are kept/ working in hygienic conditions or not, checking the availability of earthing, UPS power supply etc and submit the PM report to GUVNL and copy to respective locations.
10. The Bidder shall ensure that the configuration of the equipments is as per

Business requirement of the GUVNL. Scope also includes mounting/dismounting Network racks, connect associated cable, accessories required to render the equipment and systems complete in all respect.

11. The Bidder has to make his own arrangements to fulfill all delivery formalities like payment of Road/Entry tax etc. and should not involve GUVNL in these activities.

5.4 Network Facility Management:

Successful Bidder has to setup a NOC (Network Operating Centre) centrally managed at the GUVNL premises under the control of GUVNL within two weeks time from date of order. This NOC shall monitor all the leased line centrally, IP Address Details of Each Data Communication Equipments, Data Backups of ALL Routers IOS and Running Configurations, Distribution of Spares according to the density of Geographical WAN Hardware installations.

For this facility management services of NOC- Network Operating Centre, GUVNL will provide suitable room space that could house anywhere between 6 to 8 computers with tables, chairs, uninterrupted power supply, communication facilities like email and phone etc. Bidder shall appoint qualified and experienced engineers to run this NOC so as to offer centrally managed Services.

Bidder has to deploy licensed software tools for Network Inventory Management, Network Monitoring System, Link Management, Complaint Management, Help Desk Tool, Performance Monitor Tool, Diagnostic tool, Network Trend Analysis tool, Network Diagram and OEM Sr.No. Management etc at NOC, GUVNL. Provisioning of Servers Hardware, OS, Application/Software installation, configurations, maintenances, Licenses, Versions, Patches, Upgrades, UPS, Battery backups etc are under bidder's scope, without any extra cost to GUVNL.

Bidder has maintain/migrate existing and historical logs, information, data etc of present NOC setups till successful deployment of NOC setups by successful bidder.

Successful bidder has to carry out WAN equipment inventory handing over taking over processes with GUVNL existing contractor. Also carry out activities with GUVNL existing contractor for knowledge transfer for entire WAN infrastructure.

5.5 RMA: (Return Material Authorization)

RMA process will be done by bidder. Bidder would be required to submit undertaking that the technical support

and spares will be available during the contract period. Bidder shall carry out the RMA as its responsibility which shall include;

1. Lock the RMA online on the vendor's website
2. Receive the hardware on behalf of GUVNL.
3. Deliver the hardware at the destination.
4. Replace the received hardware in place of the faulty hardware.
5. Dispatch the faulty hardware to the equipment manufacture.

5.6 Network Engineer at Field Location Bidder shall make its engineers available at all the DISCOMs/GETCO Circle locations during the working hours of GUVNL. If circle locations increase bidder has to deploy engineers without any extra cost. GUVNL and its subsidiary company will provide suitable room space that could house computer with table, chair, uninterrupted power supply, communication facilities like email and phone etc at each circle office locations.

The responsibility of bidder pertains to the Maintenance of the Lease lines and data communications equipments like Routers, Modems, Converters, cards and Network racks. For any new upcoming circuits bidder has to manage the same support as of existing circuits without any extra cost to GUVNL.

GUVNL will permit complete access to the equipment/system if necessary even after working hours and on holidays to enable bidder's engineer to meet the obligation.

The rates include comprehensive warranty of hardware which includes replacement, repair and logistic charges.

5.7 WAN Support

The Bidder shall interface with Network Operations to provide the following WAN support services. In performance of these services, the Bidder shall:

1. Facilitate the installation, troubleshooting and repair of communication lines, data circuits and wireless systems Configure, maintain and troubleshoot WAN protocols and other related network protocols.
2. Identify existing potential network problems and report outages with corrective actions
3. Coordinate with remote sites and IT departments to recover and restore WAN connectivity in case of an outage.
4. Perform diagnostic testing among WAN components to verify performance and connectivity.
5. Install, configure and maintain routers per established policies and procedures as required or directed.

6. Facilitate the installation, troubleshooting and repair of communication lines, data circuits and associated equipment.
7. Coordinate with remote field office personnel to recover and restore WAN connectivity in case of an outage Open trouble tickets and/or coordinate communication with Service Providers as required.

5.8 NOC Support

The bidder's roles and responsibilities will include but not be limited to:

1. Mitigation and resolution of detected issues
2. Diagnose problems before and after occurrence
3. Troubleshooting and maintenance of network systems
4. Network system support (install, test, maintain, monitor and tune)
5. Respond to Tickets forwarded from other responsibility areas
6. Tracking "chronic" or recurring problems and escalate within the IT department
7. Network Performance Monitoring in a Control Central Environment
8. Network Performance Analysis (trend, analysis, performance monitoring and capacity planning)
9. Network Configuration Control and Management
10. Network Management (Utilization and Capacity)
11. Network Utilization and Availability Report
12. Management and Administration of Network Monitoring Tools
13. Accurately document IP Configurations
14. Installation of network hardware and associated cabling
15. Provide quality assurance on all network installed equipment

5.9 Network Problem Identification, Troubleshooting and Maintenance

The Bidder shall continuously monitor the trouble ticketing system for new or escalated tickets and update at a minimum every hour when appropriate. All information entered into the ticket shall be clear, concise and accurate. Upon receipt of the trouble ticket, the Bidder shall initiate immediate action to clearly define the problem and effect immediate resolution, or document the problem in the trouble ticketing system to effectively track it to satisfactory resolution, or redistribute it to the appropriate group responsible for action towards satisfactory resolution.

The Bidder shall document each step in the troubleshooting process as it occurs

and update the trouble ticket. Due to the complex nature of networks, it is possible for the source of network problems to reside in one or more devices concurrently. As such, the Bidder shall perform troubleshooting techniques to isolate the source of, diagnose and resolve or assist in the resolution of network problems.

The Bidder shall use diagnostic tools or tools that are appropriate for use in diagnosing problems.

The Bidder shall, when required, participate and/or lead in conference calls during mitigation actions or network anomalies.

The Bidder when directed shall provide the Network Operations Team with after action reports regarding troubleshooting efforts and/or resolution actions taken during and/or after network event troubleshooting.

5.10 Network Trend Analysis

The Bidder shall perform network trend analysis to compile daily and/or longer-term reports for various network traffic areas of interest. These reports shall supply both generalized and specific information about targeted areas and shall provide useful snapshots of information. These reports shall include but are not limited to daily and weekly reports covering various error conditions, workload and memory and network utilization. Customized trend analysis shall be provided based on current monitoring capabilities on an as-needed basis.

5.11 Incident Support

This should cover the day-to-day handling of the basic problems arising in the WAN environment in the GUVNL, affecting the operations. The deliverable should provide the following:

1. Single point of Contact point for all incidents / problems reported for the WAN.
2. Bidder should log call in their own helpdesk tool installed at NOC and field engineer nodes for all the incidents related to WAN. If it is found that problem is related with equipments then it has to be categorizing according to type of incidents and has to log incidents to track the progress of the call. In the event a device has had more than three service calls for the same fault in any month period then Bidder should evaluate the performance of the device and should get it fully rectified at no additional cost to GUVNL.
3. Bidder should do tracking and Co-ordination of all incidents/problems till resolution as per SLA and should update GUVNL's Network Team at specific intervals.
4. Bidder should conduct the first level diagnosis of the problem reported and take appropriate actions to address quick restoration of the services.

5. Bidder should co-ordinate with Service Provider in case of problems arising due to hardware failures or otherwise in the WAN environment, in which case the involvement of the Service Provider is required. Bidder should escalate incidents within the process and/ or to management or to the relevant Service Provider for quick resolution as per escalation matrix of relevant Communication media Service Provider and ensure the resolution of an incident or a problem.
6. Bidder should provide required support for shifting of network devices during addition/ relocation/ cancellation of any GUVNL locations as a part of network management service.
7. Bidder should maintain the network device inventory of all GUVNL's location and should update the same as and when required and submit the same to GUVNL.
8. Bidder should perform continuous process improvement for better link availability.
9. Bidder should submit progress report to GUVNL on the incidents / problems reported and the actions taken to address the same and the same needs to be jointly reviewed by Service Provider and GUVNL
10. Trends on the incidents / problems and should bring in notice of GUVNL based on the historical data samples.
11. Bidder should verify and control known errors, fault correlation and isolation.
12. Bidder should prepare Root Cause Analysis for all major issues, defined as usual faults leading to downtimes in a link within a continuous period of 3 days, or above.
13. Bidder should perform any maintenance or installation activity of network equipments as and when requested by GUVNL as part of network management.
14. Bidder should document any change in the WAN network and should get the signature of authorized person from GUVNL and produce same as and when demanded.
15. Bidder should do proactive & predictive maintenance and identify areas of improvement

5.12 Monitoring

This part of the Bidder's deliverable should aim at taking proactive measures by keeping an online track on the failures or alerts reported by the monitoring tools, which have or could have impacted the availability of the systems for the intended

business functions. It also aims at ensuring smooth functioning of the system by carrying out the day-to-day maintenance / operational activities based on the implemented solution and process.

The following services should be executed through this deliverable.

1. Monitoring of failures of Lease Line / Wireless / Ethernet link / any other link deployed in the WAN impacting network availability to the location.
2. Monitoring of Network Equipment i.e. Routers, Modems (MLLN/Non MLLN) deployed in the WAN impacting network availability to the location.
3. Bidder should ensure maximum uptime for network devices, if a device experiences less than uptime defined in Service Levels during a month periods due to hardware failure then Bidder should coordinate with respective GUVNL authority.
4. Bidder has to provide the Helpdesk manpower at NOC, 24/7 and 365 days of the year for managing & Liaisoning of the links round the clock. Bidder is required to provide qualified Network Engineers in all shifts.
5. Bidder has to provide one terminal at GUVNL's discretion to monitor the link uptime and performance during contractual period.

5.13 Documentation and Administration

Bidder should perform the following activities:-

1. Maintaining the Network Diagram in line with the solution implemented onsite.
2. Connectivity maps of the WAN environment detailing the connectivity and type of communication medium deployed.
3. Recording changes in the site documents.
4. Maintaining the circuit details and Copper/OFC/RF/any other media details with respect to each location and should submit to GUVNL network team through monthly link commissioning report.
5. Testing of network lines daily morning and should submit the checklist report to network team.
6. Maintaining the protocol address registers in terms of changes, addition or deletion of sites.
7. Maintaining of device configuration backup on a monthly basis.
8. Bidder should manage configurations of network equipments and track changes regularly if any change in network same should be updated via email and should capture in NOC site documents.

9. Bidder should submit the daily link downtime report to GUVNL for 365 days in year
10. Bidder should maintain the Lease Line /MLLN line/other Circuit details with them and should update as and when any addition or deletion of links happens
11. Bidder is required to maintain the all the documentation related to Network at GUVNLs NOC.

5.14 Preventive Maintenance:

Bidder will conduct Preventive maintenance measures at all sites on monthly basis except at Sub Division/ Substation locations on quarterly basis.

5. 15 Escalation Matrix:

Bidder will provide the escalation matrix procedures with Level-1, 2 & 3. Escalation offering complete escalation for service provider also.

5.16 Material Inventory:

Bidder should maintain the inventory for all Data Communications equipments on behalf of GUVNL. Inventory includes, Serial no., Model no., Type etc. Bidder has to submit report on quarterly interval containing details like Location Name, Item Name, Srno, Model Type etc to GUVNL.

Bidder should also maintain the inventory of replaced Parts from the original manufacturers or from Authorized distributor and same will be updated time to time to GUVNL officials.

6. Maintenance Services Commitment:

Bidder's response time for maintenance / breakdown complaint from any of the destination specified in the schedule of requirements (i.e. time required to report at the sites for bidder's engineer after the receipt of complains from GUVNL through call/e-mail/fax or letter form) shall be:

- Less than 3 hours in District Head Quarter
- Less than 9 hours at other locations

In case of no equipment spares are required than the problem has to be solved within 9 hours from receipt of complaint time. In case of equipment replacement required bidder shall solve the problem within 24 hours from receipt of complaint time.

7. Availability Management

The Bidder should aim at maintaining readiness for recovering from situations in earliest possible time frame in case of an incident or problem arising in the WAN

environment or associated environment to reduce the impact on the business units.

1. Identification of probable causes of failures in the WAN environment.
2. Impact of associated systems, which can affect the WAN availability.
3. Defining methodologies / workaround to address the probable causes of failures in case of incident or emergency.
4. Recommend on the possible solution / workaround to address the probable causes of failure and follow up till its closure. The identification of probable causes and methodologies should be done in consultation with the GUVNL.
5. The service delivery aims at addressing such issues to best of its knowledge and the inputs received from the site and does not guarantee or claim that all the incidents arising onsite should qualify for the methodologies defined for recovery or otherwise the availability of the system. The deliverable aims to monitor the utilization of the resources deployed, providing inputs for optimization and to cater to requirements for the future growth. Using the necessary performance tools the following inputs can be obtained.
6. Trend reports on overall network availability in comparison to link uptimes monthly basis.
7. Top OFC/Copper/RF/MLLN usage reports.
8. Movement of Network hardware from one location to another location based on the requirement.
9. Based on the data from the performance monitoring tools, the Bidder should analyze and provide inputs to the GUVNL with recommendations and suggestions.

8. Lease Line Management

This Bidder's service should cover of uptimes on the lease lines. The following services should be covered by the bidder.

1. Monitoring all WAN links 24 X 7, 365 days basis at all locations as per Existing Links details and additional future links year on year; during the tenure of the contract.
2. Call logging or booking trouble ticket inside helpdesk tool to capture the link failure instances and should post the required update till its closure.
3. Monitoring all WAN links / error rates across the network submission of the reports to GUVNL's network team
4. Diagnoses of the link outage problems reported and take appropriate actions to address quick restoration of the link.
5. Liaison with Service Provider in case of link failures.
6. Line availability analysis - The health of all the links should be carefully

monitored. Their downtimes, the reason for the same, the time taken to bring up a circuit are carefully documented and issues external to the network are also noted. An analysis of the data collected throws up the problems within or external to the network. This helps in proactive management of the circuits. The data is used to diagnose and take corrective action

7. Log monitoring for any link / event failure (like link exceeding set thresholds) and notification of faults to be made in immediate notice to GUVNL's network team and taking appropriate action to resolve the problem.
8. Link outage report to be maintained shift wise on daily basis and same should share with GUVNLs network team.
9. Bidder should perform daily morning checklist of all links (twice a week) and should submit the report to GUVNL and should take corrective actions for non functioning links.
10. Escalation of the link outages /fluctuations / error nature to respective maintenance / service provider and follow up till resolution and should keep mail communication to GUVNLs network team and has to provide updates with exact details. Maintain escalation matrix for different locations.
11. Logging calls with Service Provider in case of breakdown or failures after accessing reported incidents or requests and should provide the report after call get logged.
12. Troubleshooting and identifying line problems along with Service Provider.
13. Ensure error free communication on WAN link.
14. Bidder should conduct the required meetings with Service Provider and Liaisoning with Service Provider for resolving downtime issues, if any, for levy/waiver of penalty.

9. Maintenance and monitoring of network

The BIDDER shall do all such configuration as access list, firewall features that are required on the routers or other equipments under their maintenance.

The BIDDER shall maintain the network equipments inventory and configuration details.

The BIDDER will be responsible for ensuring the quality of service required by each of the applications running on the network. This activity includes application wise investigation of bandwidth usage, network latency, and identification of congestion points, troubleshooting and capacity planning.

In case, the network latency is more than expected, it shall be the duty of the BIDDER to investigate the network to find out the cause and rectify the same for achieving the optimal network operation.

10. Equipment Ownership:

All current and future WAN equipment will remain under the ownership of GUVNL but will be managed by the bidder. The bidder will maintain an inventory list of the equipment, manufacturer, serial number, location, and principal user etc. As and when additional equipment needs are identified, the selected Bidder shall bring these requirements to notice of GUVNL based upon equipment life-cycle requirements.

11. Staffing

GUVNL must be involved in the selection, at the time of initiation of project and later on if there is any change in staff. For the replacement of any position, the Bidder should notify GUVNL in writing ninety (90) days prior for any planned replacement or turnover of staff. For any unplanned replacement or turnover of staff the selected Bidder should notify GUVNL in writing within twenty four hours of receipt of notification. The expectations for service levels will be at the same level or higher for this replacement.

12. Manpower placement

As a part of contract, BIDDER has to ensure placement of qualified network engineers at all DISCOMs/GETCO Circle offices to maintain the network. Bidder has to deploy a network engineer for maintenances of GUVNL LAN/WAN of DC and GUVNL building. Apart from the network engineers, the BIDDER shall provide dedicated engineers at NOC Vadodara as described at clause **Personnel Qualifications and Certifications & Manpower Deployment**.

The BIDDER shall monitor all the links/devices from NOC on 24x7 bases. BIDDER should take the necessary action proactively to restore the network without waiting the call from field offices.

Any pre-empt error condition that is captured through system will be informed to The NOC / field engineer for taking proactive action. Field Offices may also report the call to NOC/ field engineer either telephonically or e-mail or any mode of communication.

13. Substitution Of Personnel

The Bidder shall not substitute key personnel without the prior approval of GUVNL. To replace any personnel, the Bidder shall submit resumes of the proposed personnel specifying their qualification and experiences. All proposed substitute personnel shall have qualifications equal to or better than those of the replaced personnel and must be approved by the GUVNL. GUVNL shall have the option to interview the proposed substitute personnel. After the interview, GUVNL shall notify the Bidder of acceptance or denial of the requested substitution. During the change of personnel, there will be adequate overlap of transition period to the satisfaction of GUVNL, which shall not be less than one month.

14. Expertise Required

The bidder company must demonstrate and certify that it possesses at a minimum five (5) years experience in providing network engineering and administrative support for large enterprise environments, including one (1) or more of the network engineering certifications listed below. Successful bidder shall deploy Project Manager, Network Specialist and Network Engineers for entire contractual period.

15. Personnel Qualifications and Certifications

The following qualifications are required by the person(s) proposed to perform and maintain Network Management Services:

1. Minimum of three (3) years experience implementing new LAN/WAN designs, architectures and integration
2. Minimum of three (3) years experience troubleshooting and configuration of large enterprise LAN/WAN networks
3. Minimum of three (3) years experience configuring & troubleshoot Wireless networks.
4. Minimum of three (3) years experience configure & implementing OSPF, BGP,IGP protocols
5. Minimum of three (3) years experience configuring L2 and L3 Access Control Lists
6. Minimum of three (3) years experience configuring and troubleshooting network load-balancer systems

16. Network Engineering Certifications

Personal from Bidder Company assigned to this task, must possess one (1) or more of the following Network Engineering Certifications:

- Cisco Certifications (Mandatory)
- CCNA (Minimum) Routing and Switching
- CCNP (Preferred) Routing and Switching
- CCIE (Most Preferred) Routing and Switching

17. Manpower Deployment

Sr.No.	Position	Stationed at	Number of Person	Work Durations	Total Nos.
1	Project Manager	NOC, Vadodara	1	General Shift	1
2	Network Specialist	NOC, Vadodara	1	General	1
3	Network Engineers	NOC, Vadodara	2 (I, II Shift) 1 (III Shift)	Shift Rotation	5
4	Network Engineers#	Each Circle	1	General	38
5	GUVNL LAN/WAN	NOC, Vadodara	1	General	1

	Engineer				
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Company wise Field Network Engineer Deployment Locations are shown at Annexure-V

18. Vendor network team shall have the following profile:

Team Description	Team Profile
Project Manager	<ul style="list-style-type: none"> • Minimum 8 years of IT experience • Minimum 3 years of Project Management experience • Experience of managing large Network Programs • Experience of handling large teams • Preferably Graduate Engineer • Certification – CCNP or equivalent
Network Specialists	<ul style="list-style-type: none"> • Minimum 6 years experience of working on WAN • Specific experience in implementing various routing protocol / MPLS technology • Certification – CCNP or equivalent
Network Engineers at NOC	<ul style="list-style-type: none"> • Minimum 4 years experience of networking • Certification – CCNA or equivalent • call take up, documentation, call allocation, tracking escalation, reporting, • working on Help Desk module
Network Engineers at DISCOMS/GETCO Circle locations	<ul style="list-style-type: none"> • Minimum 3 years experience in liasoning with Service Provider line commissioning & maintenance • LAN and WAN troubleshooting • Certification – in networking

19. Roles & Responsibilities

Project Manager	<p>Overall responsibility for the entire project including-</p> <ul style="list-style-type: none"> • Network Implementation • Network Monitoring & Maintenance • Inventory Management • Spares management • SLA Management 	<ul style="list-style-type: none"> • Timely project execution • Team management • Overall monitoring and management of network • Spare and logistics management • SLA reporting • Meeting scheduling with Telecom Service Provider
Network Specialist	<p>Responsible for all the technical aspect of project implementation and running Of the entire network.</p> <ul style="list-style-type: none"> • Network troubleshooting • Network Changes – vetting • Changes in existing routers • IP Address Maintenance 	<p>Vetting any alteration to the Network Centralised Management Router</p> <ul style="list-style-type: none"> • configuration and inventory • Assigning access level to Network • IP address maintenance • Trouble shooting and debugging of problems, if any • Up gradation of existing routers • Changes in existing routers

Network Engineers	Day-to-day maintenance of all network equipments links etc. Taking the calls, allocation Liaison for new leased lines Liaison with Service Providers escalation of calls	<ul style="list-style-type: none"> • Network equipment installation at the locations where Network Engineers are based • Manage Network equipment configuration Network equipment access controls • Trouble shooting and debugging of problems, if any • Up gradation of Network equipment • Changes in Network equipment • Call logging; call assignment, follow up for call closure (talking to field offices to arrive at problems and solutions) • Call closure. Submission of related reports periodically.
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20. Network Capacity Planning

The bidder shall perform data collection to assist in network capacity planning. Network usage and configuration information shall be used with performance statistics to reflect current and long-term bandwidth utilization. This information shall be used to better estimate future requirements based on application, organizational or technological changes as well as adjustments to provide improved cost/benefit of current resources.

21. Network audit

During the tenure of the contract, the BIDDER shall conduct a network audit once in a Year on the following aspects without any cost to the GUVNL:

1. To examine the health of the network by verifying the parameters such as link latency, CRC errors, link utilization during peak hours, version control of router OS and other network applications.
2. To identify the performance bottlenecks and to take suitable rectification steps, in consultation with the GUVNL and suggest measures for improvement.
3. The BIDDER will be responsible for configuration of the network devices as per the GUVNL's IT security policy.
4. Vendor will be responsible for complying with all the audit observations.

The BIDDER is required to quote for management and maintenance of the all networking equipments and all network links including manpower provisioning on an annual basis. No additional charges such as conveyance, traveling, per diem hotel expenses etc., will be paid to the BIDDER or their engineers. This responsibility will cover the continuous monitoring of leased lines, ISDN lines, network equipment and taking of corrective action as soon as possible. All leased

lines, ISDN lines, MPLS VPN and RF links irrespective of their bandwidth will be treated as identical and no differentiation will be assumed between them.

This section lays down the general and commercial terms and conditions and describes the bidding process including content and form of responses.



Gujarat Urja Vikas Nigam Limited

(An ISO 9001:2008 Company)

Sardar Patel Vidyut Bhavan Race Course, Vadodara-390007

(GST NO. 24AACCG2861L1ZK CIN U40109GJ2004SGC045195)



E-mail IDs – cetech.guvnl@gebmail.com , eetech1.guvnl@gebmail.com , de2.guvnl@gebmail.com	Tele (Di): (0265) 2340205 PBX: (0265) 2310582 to 86 FAX: (0265) 2337918, 2338164
No. GUVNL/Tech-1/	Date:

To,
M/s.

Sub: **Wide Area Network Hardware Equipment AMC, Warranty, Network Operating Center-NOC monitoring and control and Networking Engineers Manpower Services For NOC, Various locations of GUVNL and its subsidiary companies**

Ref: Our Tender Enquiry No. GUVNL / Tech / 60275/
Due on 05.07.19 (Technical Bid)

Dear Sirs,

Enclosed please find a copy of our above-mentioned tender enquiry for which tender in duplicate have to be submitted in Two (2) Parts viz.

1. **Technical bid including commercial terms & conditions with all the enclosures**
2. **Price Bid (On line).**

(EMD cover should be kept as separate enclosure & should be submitted with Technical Bid.)

1. TECHNICAL AND COMMERCIAL BID:

The technical and commercial bid shall comprise of all the technical details of the equipment's as per Schedule -"A" of Tender and all the commercial terms and conditions, etc., EXCEPT THE PRICE BID which should be quoted through on-line only.

The Technical Bid shall be sent in the envelope (duly sealed) super scribed "TECHINCAL with TENDER NO". The Technical Bid shall be opened at 03:00 PM (15:00 Hrs.) on date 08.07.19 in the presence of those tenderers who wish to be present. **If the Liaison Agent / Representative is likely to be present then he must submit the authorization letter of the representing company at the time of opening of Bids and this is compulsory. Only One liaison agent is allowed.**

2. PRICE BID:

The Price Bid must be submitted strictly as per Schedule –"B". The time and date of opening of the Price Bid shall be determined by GUVNL and communicated to the tendering firms after technical bids are analyzed and the intimation will be sent only to the technically accepted tenderers.

Any technical questions, information's and clarifications that may be required pertaining to this enquiry should be referred to the C.E. (Technical), Gujarat Urja Vikas Nigam Ltd. Race Course, Vadodara.

Bids shall be valid for at least **120 Days from the date of opening of the technical bid.**

The demand draft for Earnest Money Deposit should be kept in the EMD cover only.

IMPORTANT: The tender should be sent by registered A.D. or by Speed Post only & addressed to The Chief Engineer (Technical), GUVNL, Technical Department, Head Office, Race Course, Vadodara-390 007. (No Courier Service will be allowed). Hand Delivery NOT allowed.

Both the covers "TECHNICAL" and "E.M.D.COVER" should be submitted simultaneously in the respective envelopes (duly sealed) so as to reach this office not later than 2.00 PM, on the same day as above. NO EXTENSION IN DUE DATE WILL BE GIVEN.

Please note that the required certificates should be invariably submitted with tender copy. And tender without above certificates is liable to be ignored. **'TECHNICAL' bid received after the due date will not be accepted and the offer is liable to be ignored.**

Yours faithfully,

For C. E. (Technical)

Commercial Terms and Conditions:

1. General Terms and Conditions

1. The bidders are advised to study all technical and commercial aspects, instructions, annexure, schedules, terms & conditions and specifications in the proposal carefully. Failure to furnish all information required in the RFP or submission of a bid not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in the rejection of the bid.
2. The bids shall be submitted strictly in conformity with the specifications given in this RFP and as per mandatory response format. The tender not submitted in the prescribed format or incomplete in any manner are likely to be rejected without assigning any reasons.
3. Tender document is not transferable.
4. Bids submitted after due date & time or incomplete in any respect are liable to be rejected.
5. Technical bid shall be opened first. GUVNL reserves the right not to process the Commercial Bids in case the Technical Bid is found to be unsuitable / not fulfilling the requirements as specified in the RFP.
6. All the standards related to the solution proposed are to be complied as per the best industry standard.
7. The bidder shall by responding to GUVNL for RFP, be deemed to have accepted the terms and conditions of the RFP.
8. Delay in completion of assignment in the prescribed time limit will attract penalty as per clause no. 10,11,12.
9. GUVNL reserves the right to increase or decrease the quantity against each item/s while placing the order.

2. Rights of GUVNL

This RFP entails an invitation by GUVNL for bidder response for Wide Area Network Hardware Equipment AMC, Warranty, NOC & Networking Engineers Manpower Services. It does not imply an offer by GUVNL and there will be no contractual obligation until a formal contract is executed by the authorized signatories of GUVNL and the selected bidder.

With regard to the RFP, GUVNL has the following rights:

1. Accept or reject any of the proposals. Alter the RFP before opening of technical bid.
2. Ask for re-submission.
3. Request clarification from bidders.
4. Terminate the RFP process, partially or entirely.
5. Modify the specifications during the process before opening of technical bid.

6. To evaluate the Bids based on reasonability and workable offer solution under this RFP.

If technical deviations furnished by the bidder are not agreeable to GUVNL, the offers may be ignored. However it will be solely at GUVNL's discretion to consider the technical deviations OR not for considering the bidder. No correspondences of the bidder after opening of the bid will be entertained in this matter.

GUVNL reserves the right to issue the amendments to the RFP at anytime prior to the deadline for the submission of Bids. From the date of issue, amendments to RFP shall be deemed to form an integral part of the RFP Document.

GUVNL may, in its absolute discretion, engage in discussion or negotiation with L1 bidder, if required.

GUVNL may, in its absolute discretion, seek additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent's response.

The Bids received and accepted shall be evaluated by GUVNL to ascertain the best bid in the interest of GUVNL based on evaluation process described in this RFP. However, GUVNL does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all Bids at any point of time prior to the order without assigning any reasons whatsoever. GUVNL reserves the right to re-tender.

GUVNL shall not incur any liability to the affected Bidder(s) on account of such rejection. GUVNL shall not be obliged to inform the affected Bidder(s) the grounds for GUVNL's acceptance or rejection.

GUVNL while evaluating the proposal will also consider the competence and capability of the bidder's support services.

3. Tender Fee

Tender fee of Rs. 7,500/- Plus 18% GST i.e. Rs. 8,850/- (Rupees Eight Thousand eight hundred fifty Only) (Non- refundable) should invariably be paid by way of Demand Draft otherwise offer shall be ignored out rightly. **Indian Postal Orders (IPO's) & Cheques are not acceptable.** Demand Draft should be in the name of the "Gujarat Urja Vikas Nigam Ltd.", payable at Vadodara. The envelope shall be addressed to the Chief Engineer (Tech), GUVNL. GUVNL shall not be responsible for the transit loss or misplacement. Alternatively, the bidder can pay tender fee in CASH (at GUVNL, HO, Vadodara – Cash Counter) and enclose the original Money receipt in the EMD cover. **Tender fee Demand Draft / Original Money receipt must be kept in the cover of EMD; otherwise supplier's offer is liable to be**

rejected.

4. Earnest Money:

All the Bidders shall be required to pay EMD of Rs. 1,20,000/-, except those who are exempted as per Industries & Mines Department, GoG New Purchase Policy Resolution No. SPO/1095/2636(97)/CH dated 23.09.1997 for Small and Micro Scale Industries. The EMD is payable by Demand Draft in favour of the Gujarat Urja Vikas Nigam Ltd. on any Scheduled / Nationalized Banks in Vadodara. It can also be furnished by way of an irrecoverable Bank Guarantee from any nationalized Bank as per Govt. GR No. EMD/10/2018/18/DMO/ dated 16.04.18 in a standard format prescribed by GUVNL (Format given in this tender document).

In cases, where EMD need not to be paid, valid exemption Certificates duly Notarized has to be produced / attached in place of EMD documents as per the Tender Terms and Conditions.

The Micro and Small Scale Industrial (manufacturing) Units registered under Small Scale Industries of Gujarat State and holding subsequent registration with CSPO/NSIC/DGS&D, Registration Certificates for the item under Tender will be eligible for exemption from payment of EMD on submission of attested copies of their SSI (SSI/ MSME Part-II/Udhyog Aadhar Memorandum) & CSPO/NSIC/DGS&D Registration Certificates in EMD Cover. This benefit of exemption will not be admissible if they take part in the tender indirectly either through their dealers, agents, distributors or other intermediates.

Government or Semi-Government Organizations, which are being run departmentally & are not Limited Companies, will be eligible for exemption from payment of EMD. Any basic document with regard to EMD will not be acceptable after closing time of On-line bid of Tender.

The validity of the Bank Guarantee for EMD should be for a period of at least Six Months from the date of submission of the Bid of the Tender.

EMD of the unsuccessful Tenderers if paid by Demand Draft will be returned after placing of the Lol to the successful Tenderer through RTGS/NEFT for credit to his Bank Account. The Bidder shall have to give details of his Bank Account with a Cheque duly cancelled. No claim for refund of EMD against original Money Receipt shall be entertained by the Company. The Bank Guarantee of the unsuccessful Tenderers towards EMD shall be returned within 15 days from the date of placing of the order to the successful Tenderer. However, the EMD Amount / Bank Guarantee of technically disqualified bidder will be returned after opening of price bids. The details of refund of EMD by RTGS with transaction No. should be informed to respective bidder by letter/ e-mail etc...

EMD will be returned to the successful Bidders, only on their submission of Performance Guarantee towards execution period (i.e. Security Deposit) against order released on them.

Cheques are not acceptable. CORPORATE BANK GUARANTEES NOT ALLOWED.

Documents towards payment of Earnest Money Deposit (EMD) & Tender Fee may please be kept in the EMD cover only. First the EMD cover will be opened & if the documents towards payment of EMD are found OK then only Technical Bid will be opened which may please be noted.

Tenders submitted without Earnest Money Deposit by the firms, who are not eligible for any exemption, will be rejected without entering in to further correspondence in this regard and no reference will also be made.

EMD will be forfeited (i) if the tender, which it covers, is withdrawn during the validity of the offer and (ii) the Tenderer fails to furnish / deposit the security deposit.

5. Price

The prices quoted by the bidders shall be in Indian Rupees only. The Bids shall be valid for a period of **120 days** from the date of opening of price Bid.

6. Delivery Period

The commencement period will be 2 weeks from the date of PO. On successful completion of acceptability test for consecutive 3 days for NOC at GUVNL, Network Engineer Manpower services at described field locations and after GUVNL is satisfied with the accuracy and completeness of the performance of the scope of work defined in this RFP, the acceptance certificate signed by the representative of GUVNL and representative of the Vendor will be issued. The date on which such certificate is signed shall be deemed to be the date of commencement of the contract for Wide Area Network Hardware Equipment AMC, Warranty, NOC and Networking Engineers Manpower Services.

7. Validity of Contract

The Contract shall be valid for a period of 1 (One) year from the commencement date as per above clause 6. **GUVNL reserves the right to extend the contract for a further period of 2 (Two) years at the same rate, terms & conditions of the original contract and subject to satisfactory performance during the original contract period.**

8. Payment Terms

Payment shall be made quarterly at the end of the quarter. Bidder shall have to submit daily down time log report, WAN hardware equipment movement monthly report, manpower presence monthly report etc duly certified by GM(IT),

GUVNL or his authorized representative along with quarterly bills. Payments will be made within 30 days of submission of invoice complete in all respect through cheques drawn on scheduled bank at Vadodara.

9. Security Deposit for Contract Period:

The bidder shall have to pay 10% of the value of the order as a Security Deposit within 21 days of letter of Intent / Letter of Acceptance, either in the form of Bank Guarantee, or a separate DD payable at Vadodara, valid for the entire contract period plus one month-i.e. (13 months from date of commencement) till the completion of contract of Wide Area Network Hardware Equipment AMC, Warranty, NOC & Networking Engineers Manpower Services towards satisfactory completion of the order. The Bank Guarantee must be executed as per the standard format prescribed by GUVNL. The bank guarantee shall be from any of the nationalized banks or ICICI Bank / HDFC Bank / Axis Bank / IDBI Bank or the banks notified by GoG vide GR No EMD/10/2018/18/DMO/ dated 16.04.18 and from time to time. In case SD is paid by way of DD, no interest shall be paid thereon for the period for which it remains with the customer. **CORPORATE BANK GUARANTEES NOT ALLOWED.**

If the full amount either by Cash/D.D./BG as Performance Guarantee towards execution period (i.e. Security Deposit) is not paid within 21 (Twenty one) days from the date of letter of Intent (LOI), then the LOI will be out rightly cancelled at the risk & cost of the Tenderer (at the discretion of MGVCCL) and without entering into any correspondences and this will be binding on the Tenderer and actions shall be taken against such defaulter like stop dealing or any other actions as decided by GUVNL.

The supply guarantee is for due performance of contract and the same is liable to forfeit by GUVNL in the event of non fulfillment of the terms and conditions of the contract. It will be refunded to successful bidder after the final payments of the bill. As per purchase policy 2016, the amount of EMD/SD/any payment against supply withheld at the instance of GUVNL or any of its subsidiary companies shall be appropriated against the dues recoverable from the firm by GUVNL or any of its subsidiary companies. EMD/SD/PG in the form of BG shall be encased and appropriated.

10. Delays in the vendor's performance

The Bidder must strictly adhere to the maintenances of WAN data link and WAN equipment AMC services, Equipment delivery at GUVNL locations, Deployment of manpower at NOC & field offices, commissioning of NOC as specified in the agreement / contract in the performance of the obligations and any delay in this regard will entitle GUVNL to resort to any or both of the following:

- Claiming Liquidated Damages

- Termination of the agreement / contract fully or partly and claim liquidated damages.

10.1 Liquidated Damages:

Time is the essence of the Agreement / contract. The Bidder will be liable to pay GUVNL liquidated damages (LD) @ half percent (0.5%) per week or part thereof but limited to the maximum of 10 % value plus applicable GST of agreement / contract inclusive of all taxes, duties, levies etc. due to any delay in performance or non-performance of any or all the obligations under the agreement/contract. This condition will not be applicable for reasons attributable to GUVNL as well as Force Majeure, though the onus of proving the same lies with the Vendor.

GUVNL will have the right to recover the liquidated damages, if any, from any amount payable to the Vendor under any other contracts awarded by GUVNL or its subsidiary companies. Also, if the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify or replace the same to comply with the specifications immediately, failing which GUVNL has the sole right either to reject or to accept it finally by recovering the suitable amount as deemed reasonable by GUVNL. Decision of GUVNL in this regard shall be final and binding.

Further, "GUVNL reserves the right to terminate the Contract (i.e. Works order) at any time, without assigning any reasons, whatsoever, by giving a notice period of **ONE month** from the date of Notice of termination of the Contract. Bidders will not be entitled for any compensations / damages / losses, whatsoever, on account of such termination of the Contract."

11. Service Level Agreement

Up time

The Guaranteed uptime performance requirement is 99%, of each WAN hardware equipment.

Uptime is defined as below:

$$\text{UP TIME (\%)} = \frac{\text{Total no of hours in the year / Quarter} - \text{Total down time (in hours)}}{\text{Total no. of hours in the year / Quarter}} \times 100$$

For up time calculation, number of days in a year would be 365 days.

12. Penalty

The maximum response time for maintenance / Breakdown complaint from any of the destination specified in the schedule of requirements (i.e. time required to report at the sites for supplier's engineer after the

receipt of complains from GUVNL through call/e-mail/fax or letter form) shall be:

Less than 3 hours in District Head Quarter

Less than 9 hours at other locations

In case of no equipment spares are required than the problem has to be solved within 9 hours from receipt of complains time (Except Core router). In case of equipment replacement required bidder shall solve the problem within 24 hours from receipt of complains time (Except core router). In the event of any delay occurs in maintenance services of Data Equipments, 1% Plus applicable GST of equipment penalty charges given in Annexure -W of failed equipment per day will be levied as penalty (Except core router). If delay occurs in maintenance services for period of more than 7 days, additional 0.5% Plus applicable GST of yearly charge (Column no. 4 of Annexure- W) per day will be levied as a penalty over & above the penalty mentioned above at Sr. No 10.1. Nonpayment of penalty amount may result in to encashment of Bank Guarantee, during the Warranty period.

For Core router, if it remain down for 1 hour or more due to hardware/service failure than, 2% Plus applicable GST of equipment penalty charges given in Annexure-W, of failed equipment per hour will be levied as penalty.

If equipment is down for more than one month then GUVNL has right to purchase the equipments of equivalent/next higher models at the risk & cost of bidder.

12.1 Penalty charges for Manpower Absentee / deficit

Team Description	Penalty Per Day (in Rs.)/ Person
Project Manager	2000/- Plus applicable GST
Network Specialists	1500/- Plus applicable GST
Network Engineers at NOC	1000/- Plus applicable GST
Network Engineers at DISCOMs/GETCO Circle locations	500/- Plus applicable GST

(The day is reckoned as calendar day not on the basis of 24 hours. Depending upon the requirements, GUVNL may change the operational hour's timings from time to time.)

12.2 Monthly Report Submission Schedule

1. Preventive Maintenance Report for all locations on monthly basis except at SDO/SS on Quarterly Basis.
2. Quarterly Inventory Report for all locations with location name, Item, Quantity, Model SrNo, Make, Type etc.

3. Equipment Movement Monthly Report
4. Monthly link commissioning Report.
5. Monthly Device Configuration Backup Report.
6. Monthly Trend Report on overall network availability.
7. Monthly Manpower Presence Sheet.

Successful bidder has to submit all the above reports to GM (IT) on or before 10th day of Respective Month. Failing in submitting any of the above report in time to GUVNL shall attract penalty Rs. 1000/- per day.

This penalty will be levied in addition to the penalty mentioned in SLA for WAN Hardware equipments mentioned as above.

13. Termination of Contract

In case, the bidder fails to deliver the services thereof within contractual period, GUVNL shall exercise its discretionary power either:

1. To recover, from the supplier as agreed, by way of penalty clause above, or
2. To purchase elsewhere after giving due notice to the supplier on account and at the risk of the supplier such stores not so delivered or other similar description without canceling the contract in respect of the consignment not yet due for delivery or
3. To cancel the contract.

In the event of the risk purchase of services of similar description, the opinion of GUVNL shall be final. In the event of action taken under clause (a) or (b) above, the supplier shall liable to pay for any loss which GUVNL may sustain on that account but the supplier shall not be entitled to any saving on such purchases made against default.

The decision of GUVNL shall be final as regards the acceptability of services supplied by the contractor and GUVNL shall not be required to give any reason in writing or otherwise at any time for rejection of the stores.

Further, "GUVNL reserves the right to terminate the Contract (i.e. Work order) at any time, without assigning any reasons, whatsoever, by giving a notice period of ONE month from the date of Notice of termination of the Contract. Contractor will not be entitled for any compensations / damages / losses, whatsoever, on account of such termination of the Contract."

14. Indemnity

1. The Vendor shall indemnify, protect and save the GUVNL against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from any actions of the employees, agents of the Vendor.
2. The Vendor shall undertake as per Annexure-U, to protect and save the GUVNL against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of all hardware and software used by them.
3. Compliance with Statutory and Regulatory Provisions It shall be the sole responsibility of the Vendor to comply with all statutory and regulatory provisions while delivering the services mentioned in this RFP.
4. The Vendor shall be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits, etc. in connection with movement of WAN equipments at site including incidental services and commissioning.
5. The vendor must also ensure that all applicable laws framed by the Central Government, State Government and Local Bodies, including payment of applicable minimum Wages and all laws pertaining to contract employees/ labour laws are complied with while providing network management services. The vendor may have to execute an indemnity bond in favour of the GUVNL in this regard.
6. Providing clarifications/particulars/documents etc. to the appropriate tax authorities for assessment of tax, compliance with labour and other laws, etc will be the responsibility of the vendor at his cost.
7. Tax deduction at Source - Wherever the laws and regulations require deduction of such taxes at the source of payment, the GUVNL shall effect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the GUVNL as per the laws and regulations in force.

15. Arbitration

All questions, disputes or differences whatsoever which may at any time arise between the parties to this agreement touching the agreement or subject matter thereof, arising out of or in relation there to and whether as to construction or otherwise shall be referred to the decision of the Sole Arbitrator, appointed by the Chairman, GUVNL, for that purpose, who shall be a retired High Court Judge or retired District and Sessions Judge, and the decision of the said Arbitrator shall be final and binding upon the parties. Reference to the arbitration shall be governed by the provisions of Indian Arbitration & Conciliation Act., 1996 as amended from time to time and the rules made there under.

16. Jurisdiction

All questions, disputes or differences arising under/ out of or in connection with the Tender / Contract if concluded shall be subject to the exclusive jurisdiction of the court under whose jurisdiction the place from which the tender / Acceptance of tender is issued, is situated i.e. Vadodara.

If the bidder fails to pay the Security Deposit or defaults in execution of the orders placed or if GUVNL suffers any financial loss due to this, then GUVNL will be at liberty to adjust the amount from other orders of the same firm placed by GUVNL or its subsidiary companies or by encashing the Bank Guarantee.

17. Submission of Bids

The Bidders should submit their responses in two parts,

1. The Technical Bid
2. The Commercial Bid

Formats of the technical tender forms are placed at Annexure C.

All Bids and supporting documentation shall be submitted in English. All costs and charges indicated in the Commercial Bids should only be in Indian Rupees.

The sealed envelope containing Technical responses shall be super scribed Technical Bid for *****against RFP No _____ dated _____"in the top left hand corner.

Bidders are instructed not to submit their Price bid in physical form.

The Bids which are not submitted as indicated above are liable to be rejected. GUVNL will not be liable for Postal or any other delay, non-receipt / non-delivery of documents, loss of documents in transit, etc., if any.

Bidders are requested to submit a "soft copy" version of their Technical responses on a CD in Microsoft Office Word 2003 format over and above the hard copy of technical bid only. Soft copies are to be sealed with the respective Technical Bid envelopes.

All pages of the Bid including Brochures are to be numbered as Page --- (current page) of --- (total pages). The numbering shall be done for the whole Bid and not section-wise.

Technical bid is to be submitted through RPAD/Speed post only. No courier/hand delivery will be allowed.

DELAYED AND LATE TENDERS

NO TENDER SHALL BE ACCEPTED / OPENED IN ANY CASE WHICH ARE RECEIVED AFTER DUE DATE AND TIME OF THE RECEIPT OF TENDER IRRESPECTIVE OF DELAY DUE TO POSTAL SERVICES OR ANY OTHER REASONS AND GUVNL SHALL NOT ASSUME ANY RESPONSIBILITY FOR

LATE RECEIPT OF TENDER. ANY CORRESPONDANCE IN THIS MATTER WILL NOT BE ENTERTAINED.

The envelope shall be dated with the due date in the top right hand corner and addressed as below:

**Chief Engineer (Tech), GUVNL
Sardar Patel Vidyut Bhavan, Race
Course, Vadodara-390007**

You have to submit the contract agreement before placement of order.

18. STATUTORY VARIATION

Any statutory increase or decrease in the taxes and duties subsequent to suppliers offer if it takes place within the original contractual delivery date will be to GUVNL's account subject to the claim being supported by documentary evidence. However, if any decrease takes place after the contractual delivery date, the advantage will have to be passed on to GUVNL.

Annexure A: Earnest Money Deposit

E. M. D. BANK GUARANTEE FORMAT

FOR TENDER NO.: GUVNL / _____

APPENDIX – I

(BANK GUARANTEE ON NON-JUDICIAL STAMP PAPER OF Rs.100/-)

WHEREAS M/s. _____ (name & address of the Firm) having their registered office at _____ (address of the firms Registered Office) (hereinafter called the 'Tenderer') wish to participate in the tender No. _____ for _____ of (Supply / Erection / Supply & Erection Work) (Name of the material / equipment / Work) for _____ Gujarat Urja Vikas Nigam Ltd. and WHEREAS a Bank Guarantee for (hereinafter called the "Beneficiary") Rs. _____ (amount of EMD) valid till _____ (mention here date of validity of this Guarantee which will be **4 (FOUR)** months beyond initial validity of Tender's Offer) which is required to **be submitted by the Tenderer along with the Tender.**

We, _____ (name of the Bank and address of the Branch giving the Bank Guarantee) having our Registered Office at _____ (address of Bank's Registered Office) hereby give this Bank Guarantee No. _____ dated _____ and hereby agree unequivocally and unconditionally to pay immediately on demand in writing from the Gujarat Urja Vikas Nigam Ltd. or any Officer authorized by it in this behalf any amount not exceeding Rs. _____ (amount of E.M.D.), (Rupees _____ (in words) to the said Gujarat Urja Vikas Nigam Ltd. on behalf of the Tenderer.

We _____ (name of the Bank) also agree that withdrawal of the Tender or part thereof by the Tenderer within its validity or Non-submission of Security Deposit by the Tenderer within one month from the date tender or a part thereof has been accepted by the Gujarat Urja Vikas Nigam Ltd. would constitute a default on the part of the Tenderer and that this Bank Guarantee is liable to be invoked and encashed within its validity by the Beneficiary in case of any occurrence of a default on the part of the Tenderer and that the encashed amount is liable to be forfeited by the Beneficiary.

This agreement shall be valid and binding on this Bank up to and inclusive of _____ (mention here the date of validity of Guarantee) and shall not be terminable by notice or by Guarantor change in the constitution of the Bank or the

firm of Tenderer Or by any reason whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, conceded with or without our knowledge or consent by or between the Tenderer and the GUVNL.

“Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this Guarantee shall not be assignable, transferable by the beneficiary (i.e. GUVNL or Subsidiaries). Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank. Any invocation of the Guarantee can be made only by the beneficiary directly.”

NOTWITHSTANDING anything contained hereinbefore, our liability under this guarantee is restricted to Rs. _____ (Amt. of E.M.D.) (Rupees _____) (in words). Our Guarantee shall remain in force till _____ (Date of validity of the Guarantee). Unless demands or claims under this Bank Guarantee are made to us in writing on or before _____ (***Date of validity of the Guarantee***), all rights of Beneficiary under this Bank Guarantee shall be forfeited and we shall be released and discharged from all liabilities there under:

Place:

Date:

Please Mention here Complete Postal
Address of the Bank with Branch Code,
Telephone and Fax Nos.

Signature of the Bank's
Authorised Signatory with
Official Round Seal.

NAME OF DESIGNATED BANKS:

1. All Nationalized Banks including Public Sector Banks like IDBI Bank Ltd.etc.
2. Private Sector Banks authorized by RBI to undertake the state Government business, which are (i) Axis Bank (ii) ICICI Bank (iii) HDFC Bank

Note: The Banks shall be the Banks recognized / notified by the Finance Department, Government of Gujarat (GoG) from time to time.

Annexure B: Security Deposit for contract period
ON STAMP PAPER OF RS.100/-

FORM OF BANKER'S UNDERTAKING

[For Performance Guarantees (PG) for supply period as per Commercial Terms and Conditions of Tender]

We, Bank of _____ hereby agree unequivocally and unconditionally to pay immediately on demand in writing from the **Gujarat Urja Vikas Nigam Ltd.** or any Officer authorized by it in this behalf any amount up to and not exceeding Rs. _____ (in words) Rupees _____ to the said **Gujarat Urja Vikas Nigam Limited** on behalf of M/s. _____ who have entered into a contract for the supply/works specified below:

L.O.A. No. _____ dated _____.

This agreement shall be valid and binding on this Bank upto and inclusive of _____ and shall not be terminable by notice or by change in the constitution of the Bank or the firm of Contractors / Suppliers or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alterations made, given conceded or agreed, with or without our knowledge or consent, by or between parties to the said within written contract.

“Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this Guarantee shall not be assignable, transferable by the beneficiary (i.e. GUVNL or Subsidiaries). Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank. Any invocation of the Guarantee can be made only by the beneficiary directly.”

“NOTWITHSTANDING” anything contained herein before, our liability under this guarantee is restricted to Rs. _____ (Rupees _____ only). Our guarantee shall remain in force until _____ (Date of validity of the Guarantee). Unless demands or claims under this Bank Guarantee are made to us in writing on or before _____ **(Date of validity of the Guarantee)**, all rights of Beneficiary under this Bank Guarantee shall be forfeited and we shall be released and discharged from all liabilities there under:

Place:
Date:

Please Mention here Complete Postal Address of the Bank with Branch Code, Telephone and Fax Nos.	Signature of the Bank's Authorised Signatory with Official Round Seal.
--	--

NAME OF DESIGNATED BANKS:

1. All Nationalized Banks including Public Sector Banks IDBI Bank Ltd.
2. Private Sector Banks authorized by RBI to undertake the state Government business, which are (i) Axis Bank (ii) ICICI Bank (iii) HDFC Bank

Note: The banks shall be the Banks recognized / notified by the Finance Department, Government of Gujarat (GoG) from time to time.

(On stamp paper of Rs. 100/- duly Notarized)

CONTRACT AGREEMENT

This agreement is made at Vadodara the _____ day of _____ in the Christian year Two thousand _____ between _____ (herein after referred to as "THE CONTRACTOR " which expression shall unless excluded by or repugnant to the contract include its successors or permitted assigns) of the one part and the Gujarat Urja Vikas Nigam Limited their Head Office at Sardar Patel Vidyut Bhavan, Race Course, Vadodara -390 007 (hereinafter called The Company which expression shall unless excluded by or repugnant to the context include its successors or assigns) of the other part.

WHEREAS the aforesaid GUVNL has accepted the tender of the aforesaid contract for _____ as per GUVNL LOI / LOA _____ - _____ hereinafter called "**the works**" and more particularly described enumerated or referred to in the specification terms and conditions prescribed in the LOI / LOA letter, covering letter and other letters and schedule of price which for the purpose of identification have been signed by Shri _____ on behalf of the contractors and by _____ on behalf of GUVNL a list whereof is made out in the schedule hereunder written and all of which said document are deemed to form part of this contract and included in the expression "**the works**" wherever herein used, upon the terms and subject to the conditions hereinafter mentioned.

AND WHEREAS GUVNL has accepted the tender of the contractor for the said works for the sum of Rs. _____ (Rupees: _____)

_____) upon the terms and subject to the conditions herein mentioned.

NOW THIS AGREEMENT WITNESSES AND IT IS HERBY AGREED AND DECLARED THAT:-

1. The contractors shall do and perform all works and things in this contract mentioned and described or which are implied therein or therefrom receptivity or are reasonably necessary for the completion of the works as mentioned and at the times, in the manner and subject to the terms, conditions and stipulations contained in this contract, and in consideration of the due provision, executions, construction and completion of the works agreed to by the contactors as aforesaid, GUVNL doth hereby covenant with the contactor to pay all the sums of money as and when they become due and payable to the contactor under the provisions of the contract. Such payments to be made at such times and in such manner as is provided by the contract.
2. The condition and covenants stipulated herein before in this contract are subject to and without prejudice to the rights of GUVNL to enforce penalty for delays and / or any other rights whatsoever including the rights to reject and cancel on default or breach by the contractors of the conditions and the covenants as stipulated in the general conditions, specifications, form, or tender schedule, drawing, etc, attached with GUVNL LOI/ LOA No. _____

The contract value, extent or supply delivery dates, specifications, and other relevant matters may be altered by mutual agreement and if so altered shall not be deemed or construed to mean or apply to affect or alter other terms and conditions of the contract and the general conditions and the contract so altered or revised shall be and shall always be deemed to have been subject to and without prejudice to said stipulation.

SCHEDULE

List of documents forming part of the contract:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

In witness whereof the parties hereto have set their hands and seals this day and month year first above written.

1. Signed, Sealed and delivered by:

(Signature with Name, Designation & official seal)

for and on behalf of M/s.

In the presence of name, Full address & Signatures.

- i. -----

- ii. -----

2. Signed, Sealed and Designation by:

(Signature with Name, Designation & official seal)

For and on behalf of Gujarat Urja Vikas Nigam Limited, Vidyut Bhavan,
Race couse, VADODARA - 390 007.

- i. :-----

- ii. -----

**UNDERTAKING IN REGARD TO STOP DEAL / BANNED FOR
BUSINESS DEALING / BLACK LIST THEREOF.**

**Sub: Undertaking in regard to Stop Deal / Banned for Business
dealing / Black List Thereof.**

Ref: Tender No.:

All bidders will have to furnish the following undertaking duly filled in,
signed and stamped for each quoted item of the tender along with the
Technical Bid.

I _____ / _____ We

authorized _____ signatory _____ of _____ M/S

_____ here by certify that M/S

_____ and their proprietor /

any partner / any directors of the firm is not stop deal and/or banned for
business dealing and/or black listed by GUVNL and/or their any subsidiary
company viz. GSECL / GETCO / DGVCL / MGVCL / UGVCL / PGVCL.

Signature of the Tenderer

Seal of the Firm

Annexure C: Tender form – Technical Bid

TENDER FORM

GUJARAT URJA VIKAS NIGAM
LIMITED Sardar Patel Vidyut Bhavan,
Race Course, Vadodara – 390
007.

Re: RFP No. _____ GUVNL /
COMMERCIAL BID.

Sub: Supply of Wide Area Network Hardware Equipment AMC, Warranty, NOC & Networking Engineers Manpower Services

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer the same as set out in the RFP Document.

We attach hereto the Tender / RFP Technical Response as required by the RFP, which constitutes my / our bid. We undertake, if our Tender / RFP Technical Response is accepted, to adhere to the implementation plan put forward in the Tender / RFP Technical Response or such adjusted plan as may subsequently be mutually agreed between us and the Gujarat Urja Vikas Nigam Limited or its appointed representatives.

If our Tender/RFP Technical Response is accepted, we will obtain a performance bank guarantee in the format given in the Tender Document issued by a scheduled commercial bank in India as notified by GOG GR No EMD/10/2018/18/DMO/ dated 16.04.18 or as notified from time to time for a sum equivalent to 10% of the contract sum for the due performance of the contract.

We agree to abide by this Tender / RFP Technical Response for a period of SIX MONTHS from the date fixed for Tender opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this Tender/RFP Technical Response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and will initiate the formation of a separate contract in respect of maintenance and support services after the expiry of the warranty period.

We agree that GUVNL is not bound to accept the lowest or any Tender / RFP Technical Response you may receive. We also agree that GUVNL reserve the right in absolute sense to reject all or any of the services / products specified in the Tender / RFP Technical Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation / company / firm / organization and empowered to sign this document as well as such other documents which may be required in this connection.

Dated this Day of2012

.....
.....

(Signature)
(In the capacity of) Duly authorized to sign the Tender Response for and on behalf of:

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

(Name and address of Bidding Company) Seal/Stamp of Tender

Witness name:
.....

Witness address:
.....
.....
.....

Witness signature:
.....

Attachments:
☐ Tender/ RFP Technical Response

Annexure D:**List of Performance Certificate submitted with the Technical Bid**

DETAILS OF THE EXPERIENCE FOR SUPPLY OF SIMILAR TYPE OF ITEMS IN LAST FIVE YEARS FROM THE DUE DATE OF TENDER:

S r. No	SERVICES SUPPLIED TO	ORDER REFERENCE No. & DATE	ITEMS	QUANTITY	ORDER FULLY EXECUTED. YES/NO	STATUS, IF ORDER UNDER EXECUTION	REMARKS
A	GUJARAT URJA VIKAS NIGAM LTD or its Subsidiaries :						
1)							
2)							
3)							
4)							
B	OTHER STATE ELECTRICITY BOARDS:						
1)							
2)							
3)							
4)							
C	PRIVATE FIRMS:						
1)							
2)							
3)							
4)							
5)							

DETAILS OF THE FIRM

(TO BE SUBMITTED WITH TENDER FORMAT ONLY)

These details are necessary to create the database of Contractors

Contractor Name			
Works/factory at			
Within Gujarat / Outside Gujarat			
Pvt. Firm / Public Ltd. / State Govt. Under taking / Central Govt. undertaking		(Indicate the relevant status)	
Contractor Category		Manufacturer/Authorized dealer/distributor/Trader/Agent	
GST NO			
NEFT/RTGS details			
ISO Certification Details			
Name of ISO Certification Agency			
Validity Period of ISO Certification		From Date _____ to Date _____	
Address of	Registered Office	Factory / Works	Authorized Representative (As per cond. no.:40 above)
Contact person name			
Designation			
Address			
City & Pin code			
State			
Country			
Phone Nos.(Office)			
Phone Nos.(Residence)			
Fax Nos.			
STD Code.			
Mobile No.			
Web site address			
Email-id			
Specimen signature			

Annexure E: Checklist

The bidder shall confirm whether following are submitted in their bid. The bidder shall indicate the page no. at which the details asked below are furnished, otherwise, bid is liable for rejection.

Vendor must fill up below details & should place at the top of the Technical Bid.

Sr. No.	DETAILS	Submitted (Yes/No)	Page No. at which details
1	Technical bid.		
2	Bid in English, Sealed and Super scribed.		
3	EMD Submitted with Technical Bid-EMD cover kept as separate enclosure.		
	Annexure A-Earnest money deposit		
	Annexure B-Performance bank Guarantee		
	Annexure C –Tender Form(Technical Bid)		
	Annexure D – List of performance certificate submitted with the Technical		
5	Whether the Bid is authenticated by authorized		
6	All the pages are numbered properly		
7	All pages are authenticated by sign and seal(Full signature to be affixed and not initials).Erasures/Overwriting/Cutting/Corrections authenticated Certification/Undertaking is authenticated.		
8	Whether the documents indicating the financial turnover		
9	Liquidated damages Terms Agreed: (Specify YES / NO.)		
10	Delivery Terms Agreed: (Specify YES / NO.)		
11	Validity Of The Offer Agreed: (Specify YES / NO.)		
12	Payment Terms Agreed: (Specify YES / NO.)		
13	Earnest Money Deposit Terms Agreed (YES/NO)		
14	Performance Guarantee Terms Agreed (YES/NO.)		

4.6 Schedule – A (Technical Bid)

Wide Area Network Hardware Equipment AMC, Warranty, NOC & Networking Engineers Manpower Services				
Sr. No.	Item Description	Tender Quantity (In Nos)	Offered Quantity(In Nos.)	Remarks(if Any)
1	Warranty for WAN Hardware Equipments	CISCO 7206 Router	2	
		CISCO 3825 Router	34	
		CISCO 2821 Router	152	
		CISCO 1841 Router	504	
		Hwic-1T Card	51	
		Wic-4T Card	288	
		Wic-1T Card	558	
		G.703 2W Modem	498	
		V.35 2W Modem	434	
		RAD Interface Convertor	840	
		CISCO L2 2960G Switch	3	
		CISCO L2 2960 Switch	3	
		NM 4T Card	4	
		CAB-SS-V35MT Smart Cable	572	
		V.35 DTE Smart Serial Cable	930	
		WIC-2T-2 Port WAN Inter Module	49	
		Easy Config	25	
		42U Rack with selves & Items	45	
		12U Rack with selves & Items	481	
		CISCO SG-300 Switch	9	
		CISCO 3750 Switch	1	
		CISCO 1941 Router	51	
		CISCO 3925 Router	2	
	Warranty for WAN Hardware Equipments		5536	
2	AMC of Data Circuit, Liaison with Lease Line Service provider, WAN Equipments maintenances and Logistics, Deployment of Network Engineer Manpower at NOC and at DISCOM/GETCO Locations, NOC	802 Data Circuits		
		46 Manpower		

	Setup at GUVNL			
--	-----------------------	--	--	--

Bidder has to quote for full quantity for all the above items, in absence of that, the bids will not be considered for further evaluation. No further correspondence will be entertained in any case.

Schedule – B (Price Bid)

Sr. No.	Item Description	Unit	Tender Qty. In nos.	END Cost without GST in Rs.	GST		End Cost with GST in Rs.
					In %	in Rs.	
1	Warranty for WAN Hardware Equipments	Nos. Nos.	5536				
2	AMC of Data Circuit, Liaison with Lease Line Service provider, WAN Equipments maintenances and Logistics, Deployment of Network Engineer Manpower at NOC and at DISCOM/GETCO Locations, NOC Setup at GUVNL	Nos.	802 Data Circuits				
		Nos.	46 Man power				

REMARKS:

I/We agree to supply the above mentioned services above at the rates here in tendered by me / us subject to the condition of Tender and supply of the Tender inquiry which I/ We have carefully read and which I /We have thoroughly understood and to which I/we agree.

I / We here by agree to keep this offer open for 120 Days from the opening date of Price Bid and shall be bound by communication of acceptance dispatched within the prescribed time.

DATE :

Yours Faith fully

(Signature of the Bidder)

(With company's round seal)

Annexure U: UNDERTAKING

UNDERTAKING

(Duly notarized on recent Non-Judicial
Stamp Paper value of Rs. 100/-)

This deed of undertaking is executed on _____ at Vadodara by M/s. _____
_____ a Company registered under Companies Act, 1956, having
its registered Office at _____ to the
following effect.

WHEREAS Gujarat Urja Vikas Nigam Limited (hereinafter referred to as 'GUVNL') a company incorporated under the Companies Act, 1956 having its Head Office / Registered Office at Sardar Patel Vidyut Bhavan, Race Course, Vadodara has placed Work Order No. _____ dated _____ for Wide Area Network Hardware Equipment AMC, Warranty, Network Operating Center-NOC monitoring and control and Networking Engineers Manpower Services For NOC, Various locations of GUVNL and its subsidiary companies for GUVNL and all its subsidiary companies to M/s _____.

WHEREAS as per terms of tender, the contractor has to indemnify the 'GUVNL' to maintain Integrity & Confidentiality for data provided by the GUVNL. We hereby bind ourselves to safeguard the interest of GUVNL, we further indemnify the GUVNL against Integrity & Confidentiality of data provided by the GUVNL and if any damages occurred to GUVNL we hereby assure that interest of GUVNL will be fully safeguarded and indemnified by us in all respect.

(Authorized Signature)
Name & Designation

In the Presence of Signature
With Name, Designation &
Address

1.

2.

Notary Public

Annexure-V

Company wise Field Network Engineer Deployment Locations

DGVCL	
1.	Valsad O&M Circle
2.	Bharuch O&M Circle
3.	SURAT O&M Circle
4.	Surat City O&M Circle

UGVCL	
1.	Himmatnagar O&M Circle
2.	Sabarmati O&M Circle
3.	Mehsana O&M Circle
4.	Palanpur O&M Circle

PGVCL	
1.	Amreli O&M Circle
2.	Surendranagar O&M Circle
3.	Junagadh O&M Circle
4.	Jamnagar O&M Circle
5.	RAJKOT O&M O&M Circle
6.	Porbandar O&M Circle
7.	Bhavnagar O&M Circle
8.	Rajkot City O&M Circle
9.	Bhuj O&M Circle
10.	Morbi O&M Circle
11.	Botad O&M Circle
12.	Anjar O&M Circle

GETCO	
1.	NAVSARI Trans. Circle
2.	JAMBUVA Trans. CIRCLE
3.	NADIAD Trans. CIRCLE
4.	MEHSANA Trans. CIRCLE
5.	GONDAL Trans. CIRCLE
6.	ANJAR Trans. CIRCLE
7.	PALANPUR Trans. CIRCLE
8.	AMRELI Trans, CIRCLE
9.	BHARUCH Trans. CIRCLE
10.	JUNAGADH Trans CIRCLE
11.	Surendranagar Trans. Circle
12.	Himatnagar Trans Circle
13.	Jamnagar Trans Circle

MGVCL	
1.	Baroda City O&M Circle
2.	Godhra O&M O&M Circle
3.	Baroda O&M O&M Circle
4.	Anand O&M O&M Circle
5.	Nadiad O&M O&M Circle

GUVNL	
1	At GUVNL Building for LAN/WAN

Annexure-W

GUVNL End Cost Purchase Price of WAN Hardware Equipments

WAN Equipment Unit Price for Penalty Purpose			
1	2	3	4
ITEM Description	Quantity	Unit Price (In Rs.)	Yearly Charge (In Rs.) for Penalty Purpose per Unit
CISCO 7206 Router	2	3515577	333980
CISCO 3925 Router	2	258628	24570
CISCO 3825 Router	34	311066	29551
CISCO 2821 Router	152	152719	14508
CISCO 1941 Router	51	64521	6129
CISCO 1841 Router	504	51524	4895
ASMi-52 WITH E1 2W Modem	498	21599	2052
ASMi-52 WITH V.35 2W Modem	434	21599	2052
RAD E1 Interface Converter	840	12689	1205
WIC-4T Card	288	113568	10789
WIC-1T Card	558	14352	1363
NM-4T Card	4	162378	15426
HWIC-1T Card	51	7000	665
CAB-SS-V35MT Smart Cable	572	3255	309
EASY CONFIG	25	2408	229
CISCO L2 2960G Switch	3	85000	8075
CISCO L2 2960 Switch	3	32000	3040
V.35 DTE Smart Serial Cable	930	3536	336
CISCO SG-300 Switch	9	9500	999
CISCO 3750 Switch	1	252651	26579
WIC-2T - 2 Port WAN Interface Module	49	17500	1663
42U RACK with Necessary Items and Selves	45	22893	2175
12U RACK with Necessary Items and Selves	481	5860	557

Annexure-X

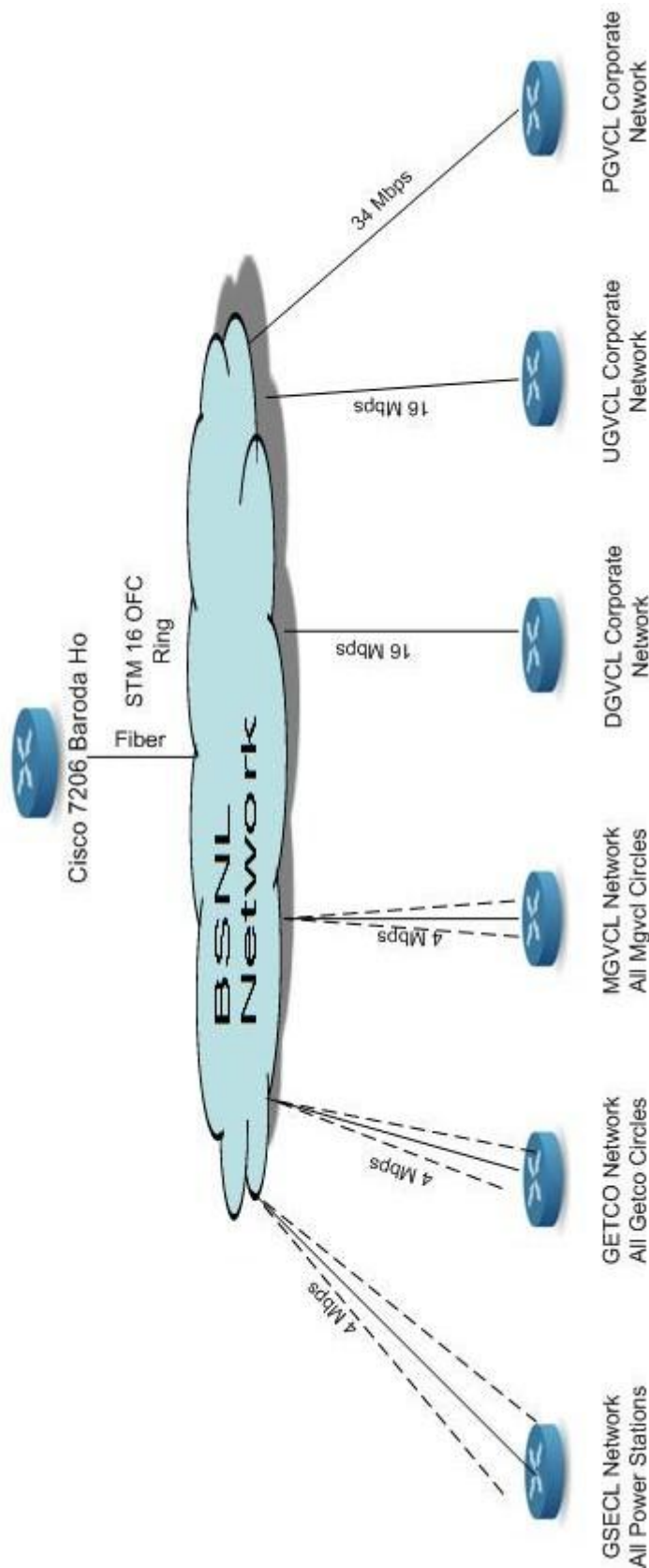
Wide Area Network Hardware Equipment Technical Specifications

Item Description	Technical Specifications
CISCO 7206 VXR	Power Cord Europe
	Cisco 7200 Series NPE G2 IOS IP BASE
	7200 series NPE-G2 engine with 3 GE/FE/E ports
	1 port multichannel STM-1 single mode port adapter 2 Nos,
	Cisco 7200 AC Power Supply Option
	7200 Series NPE-G2 1GB Memory
	Cisco 7200 Compact Flash Disk for NPE-G2, 256 MB
CISCO 3925	Cisco 3925 w/SPEIOO (3GE,4EHWIC,4DSP,2SM,256MBCF,1GBDRAM,IPB)
	Cisco 3925-3945 IOS UNIVERSAL
	Cisco 7204VXR, 4-slot chassis, 1 AC Supply w/IP Software
	Cisco 7200 Redundant AC Power Supply Option (280W)
	Data License for Cisco 3900 Series
	AC Power Cord (India/South Africa), C13, BS 546, 1.8m
	Cisco config Pro Express on Router Flash w/o default config, Cisco 3925/3945 AC Power Supply, Cisco 3925/3945 Fan Assembly (Bezel included), Cisco Services performance Engine 100 for Cisco 3925 ISR
CISCO 3825	1GB DRAM (512MB+512MB) for Cisco 3925/3945 ISR (Default), 256MB Compact Flash for Cisco 1900, 2900, 3900 ISR, IP Base License for Cisco 3925/3945
	3825 w/AC PWR, 2GE,1SFP, 2NME, 4HWIC, IP Base, 64F/256D
	Power Cord Europe
	Cisco 3825 IP BASE
	4-Port Serial Network Module
	4-Port Serial HWIC
	V.35 Cable, DTE Male to Smart Serial, 10 Feet
	Cisco 3825 AC power supply
	Device manager for routers
	256MB SDRAM default memory for 3800
	64MB Cisco 3800 Compact Flash Memory Default
CISCO 2821	2821 w/ AC PWR,2GE,4HWICs,3PVDM,1NME-X,2AIM,IP BASE,64F/256D
	Cisco 2800 IP BASE W/O CRYPTO
	4-Port Serial HWIC
	Power Cord Europe
	V.35 Cable, DTE Male to Smart Serial, 10 Feet
	Cisco 2821/51 AC power supply
	Device manager for routers
	256MB DDR DRAM Memory factory default for the Cisco 2800

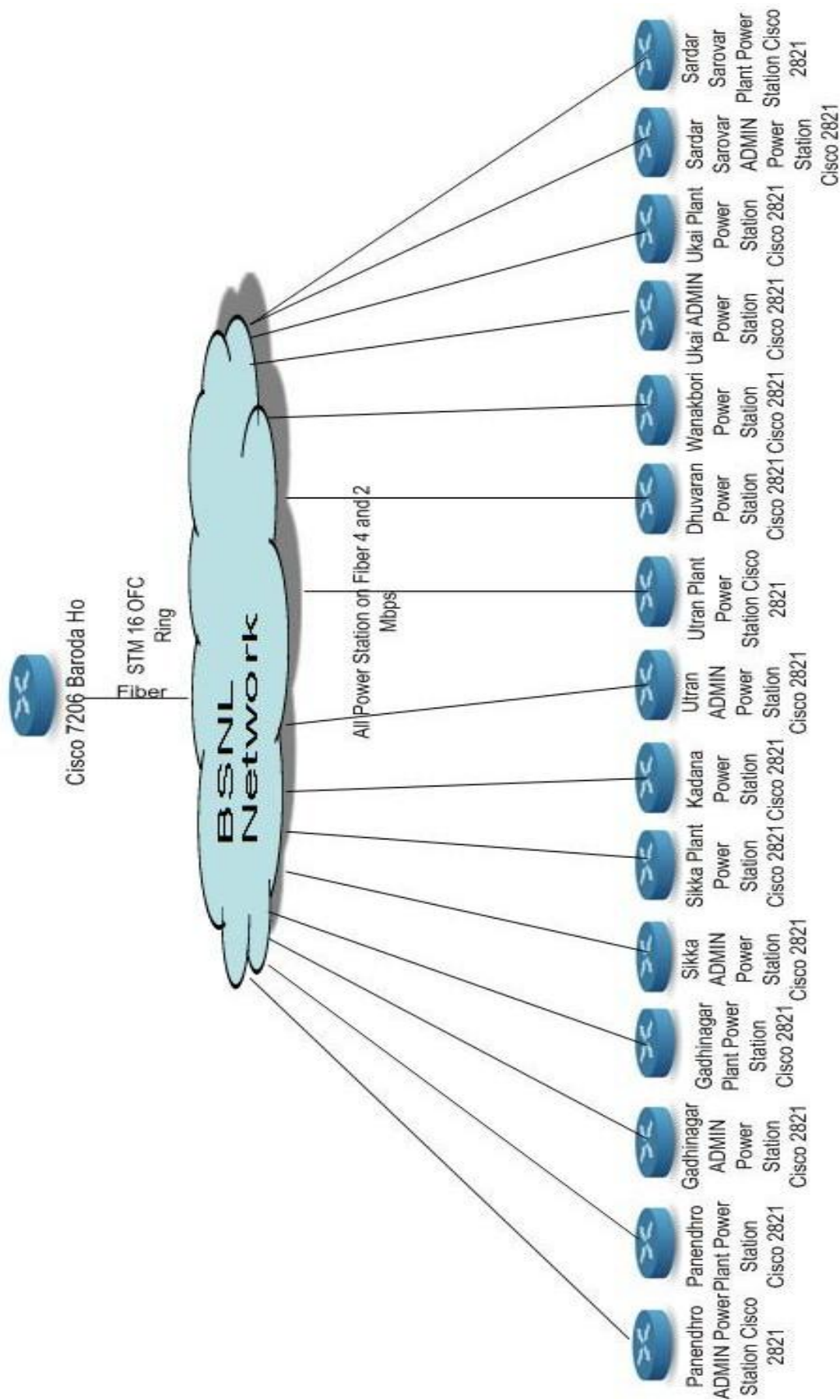
	64MB CF default for Cisco 2800 Series
CISCO 1941	Cisco 1941 w/2 GE 2EHWIC Slots,256MB CF, 512Mb DRAM, IP Base.
	Cisco 1941IOS Universal
	Data License for Cisco 1900
	1-Port Serial WAN Interface Card
	AC Power Cord (India/South Africa), C13, BS 546,1.8m, Console Cable 6 ft with USB Type A and mini-B
	Cisco config Pro Express on Router Flash w/o default config
CISCO 1841	Modular Router w/2xFE, 2 WAN slots, 32 FL/128 DR
	Power Cord Europe
	Cisco 1841 IOS IP BASE W/O CRYPTO
	1-Port Serial WAN Interface Card
	V.35 Cable, DTE, Male, 10 Feet
	32MB Cisco 1800 Compact Flash
	Device manager for routers
ASMi-52A12W/e1B/ETH/SW:2	ASMi-52A12W/E1B/ETH/SW:2-Wire,Standalone, g.SHDSLModems,(n x 64Kbps)
	up to 2048 KbpsData Rates, BalancedG703Interface, Supports both 1 24000 24000
	230VACli 48VDCPowerInterfaces
ASMi52A12WN35/ETH/SW	ASMi-52A12WN35/ETH/SW: 2-Wtre, Standalone, g.SHDSLModems, (n x 64Kbps)
	up to 2048 Kbps Data Rates, V.35 Interface, Supports both 230VACli 1 24000 24000
	48V DCPower Interfaces
Easy Config	EASYCONFIG:MRO-TEKmake Intelligent Hand-Held Terminal for configuring 1 2000 2000
	the ASMi-52Modem
RIC-E1/ACN35	RAD E1 Converter, 230V AC Power Supply, V.35 Interface
	Model No.: RIC-E1/ACN35
WIC 4T Card	4 port wan interface card V.35
WIC 1T Card	1 port 3.35 WAN Interface Card
NM-4TCard	4 port V.35 interface card
HWIC-4TC ard	High Speed 4 port V.35 WAN interface card
CAB-SS-V3sMS	V.35 cable Smart Serial
WIC-2T	2 Port Wan interface V.35 Card
42U RACK	19" Elixer Equipment rack
12U RACK	19" Elixer Equipment rack

Cisco Catalyst 2960G-24TC-L	24 Ethernet 10/100/1000 ports, 4 of which are dual-purpose (10/100/1000 or SFP), 4 dual-purpose ports (10/100/1000 or SFP)
Cisco Catalyst 2960-24TC-L	24 Ethernet 10/100 ports, 2 dual-purpose ports

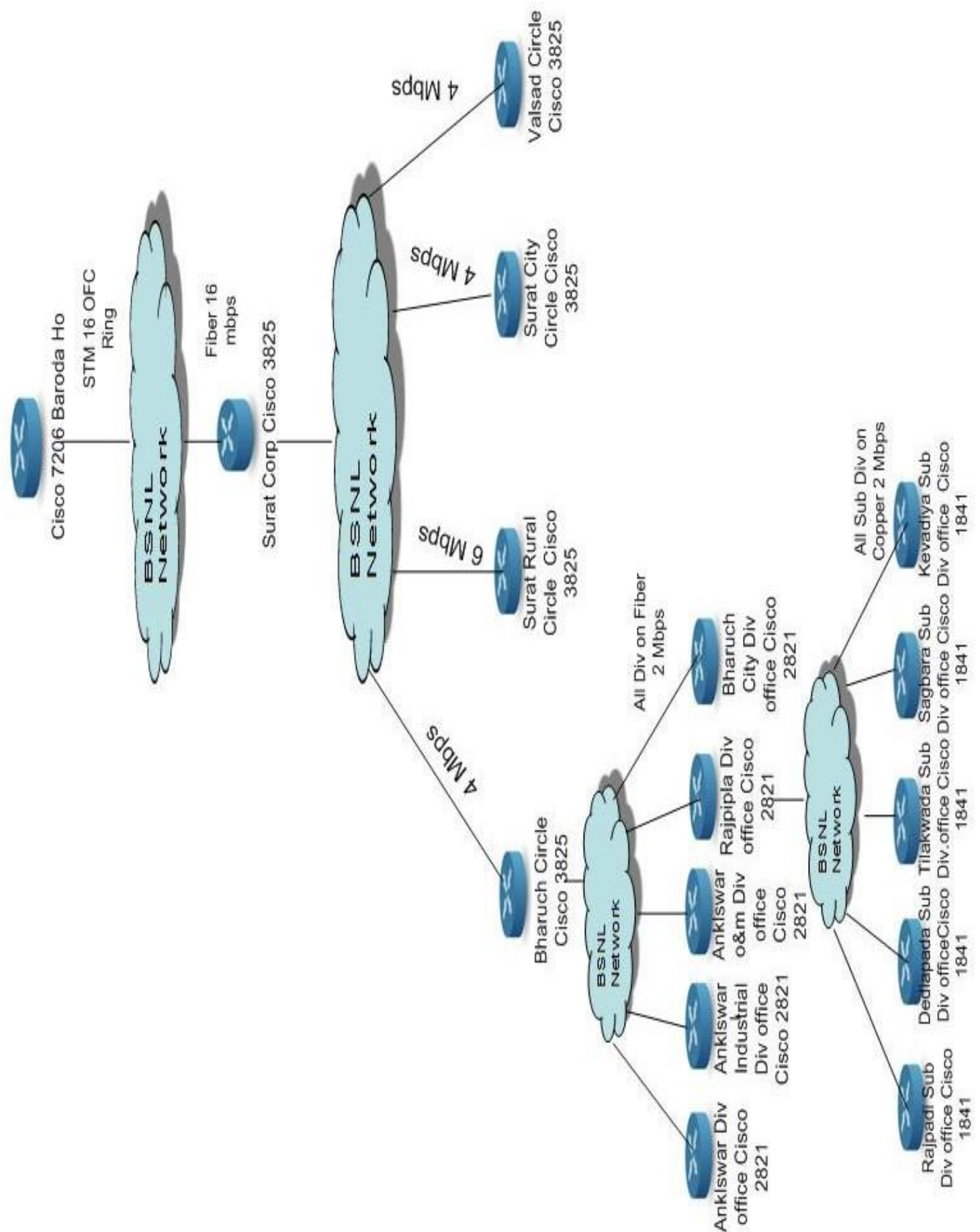
GUVNL WAN Layout



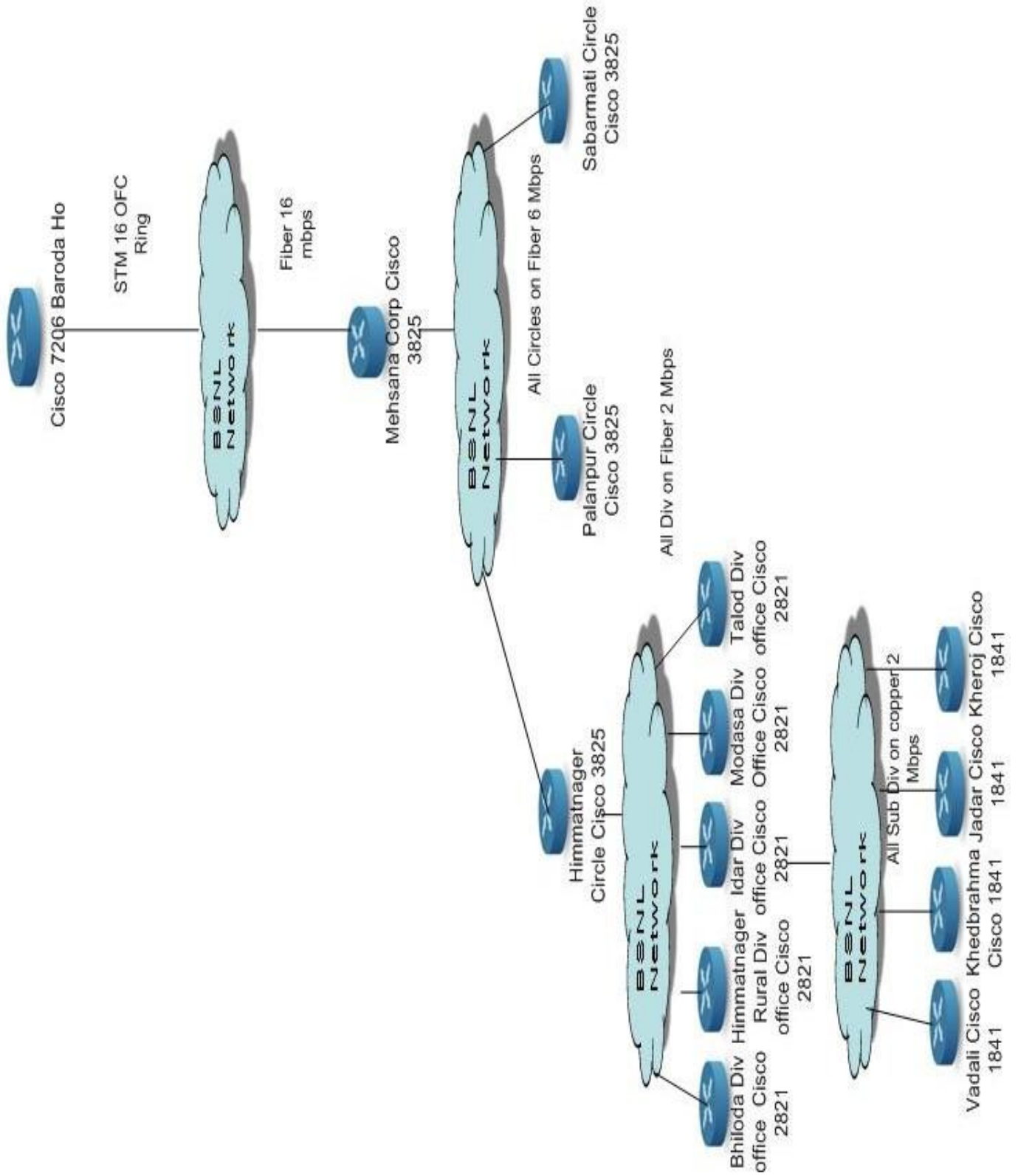
GSECL Network



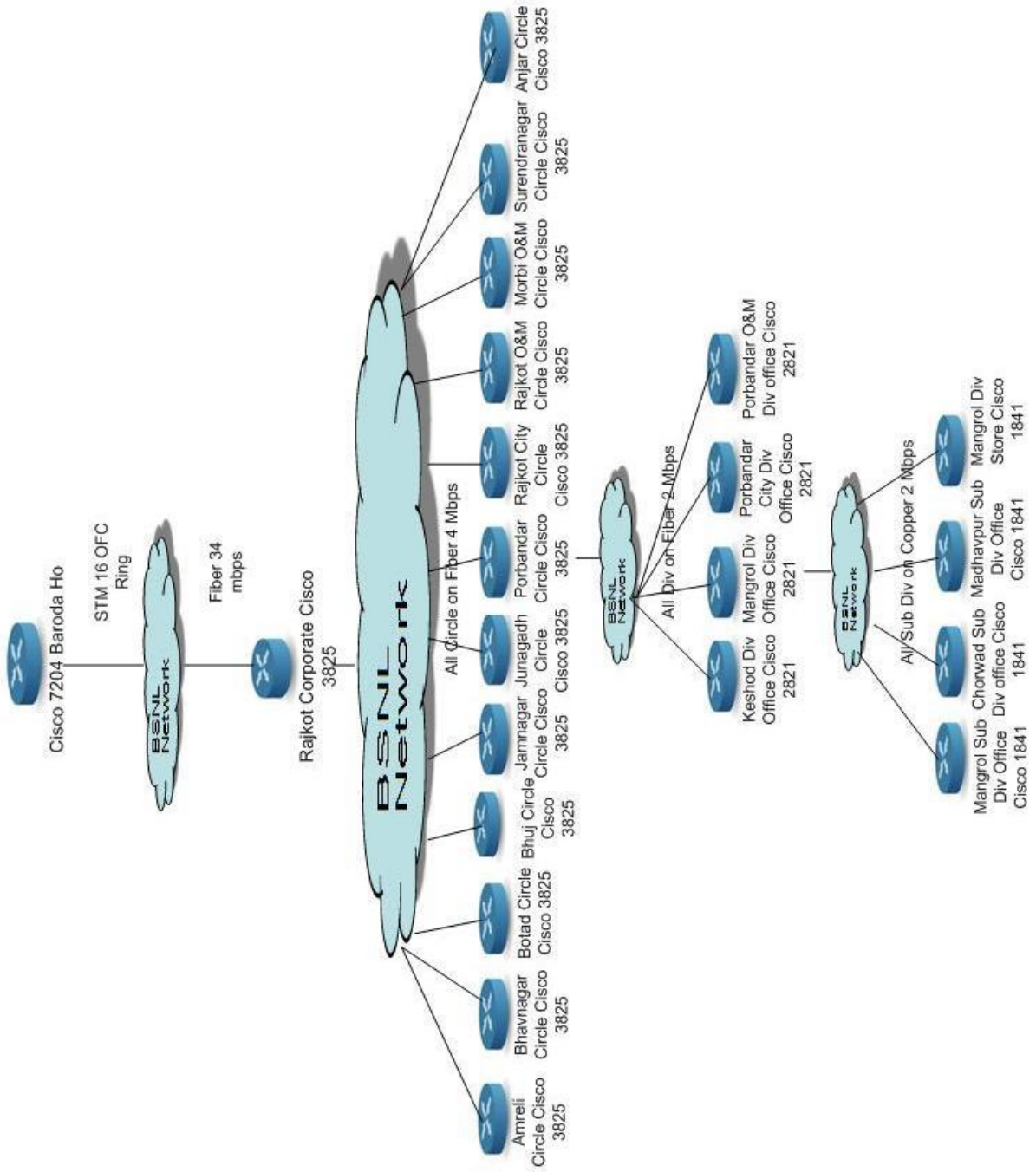




UGVCL Network



PGVCL Network



MGVCL Network

