

## Bid Document

Bid Details	
Bid End Date/Time	23-07-2020 17:00:00
Bid Opening Date/Time	23-07-2020 17:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	75 (Days)
Ministry/State Name	Ministry Of Electronics And Information Technology
Department Name	Na
Organisation Name	National Informatics Centre (nic)
Office Name	National Informatics Centre-head Quaters
Total Quantity	1
Item Category	API MANAGEMENT SOFTWARE
Bidder Turnover (Last 3 Years)	450 Lakh (s)
OEM Average Turnover (Last 3 Years)	3600 Lakh (s)
Experience Criteria	3 Year (s)
MSE Exemption for Years Of Experience and Turnover	Yes
Startup Exemption for Years Of Experience and Turnover	Yes
Document required from seller	Experience Criteria,Bidder Turnover,OEM Authorization Certificate,OEM Annual Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	Yes
Inspection Required	No
Estimated Bid Value	100000000

## EMD Detail

Advisory Bank	State Bank of India
EMD Percentage(%)	2.00
EMD Amount	2000000

## ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	5.00
Duration of ePBG required (Months).	62

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

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

#### **Beneficiary:**

Deputy director

National Informatics Centre-head Quaters, NA, National Informatics Centre (NIC), Ministry of Electronics and Information Technology  
(P.r.dabral)

#### **Splitting**

Bid splitting not applied.

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

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

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

#### **Technical Specifications**

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

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

<b>Solution</b>		
<b>If Software, then OS supported</b>	2. Linux,Linux,Ubuntu,RedHat	2. Linux, Linux, Ubuntu, RedHat
<b>Offered items are</b>	2. Product and Technical Support Service	2. Product and Technical Support Service
<b>Type of Product Module</b>	1. Gateway Module .,2. Consumer/Developer Module .,3. Publisher Module.,4. API Security Management Module,5. API Manager Module.,6.Reporting / Analytics / Alerts Module .	1. Gateway Module ., 2. Consumer/Developer Module ., 3. Publisher Module., 4. API Security Management Module, 5. API Manager Module., 6.Reporting / Analytics / Alerts Module .
<b>Deployment option</b>	1. On-site/On-premise/Private Cloud,3. Hybrid cloud.	1. On-site/On-premise/Private Cloud, 3. Hybrid cloud.
<b>If On Site/Premise of Buyer as pure SW installation then If on-site, then</b>	1. Container Based,2. Server/VM based Deployment	1. Container Based, 2. Server/VM based Deployment
If On-site, then typical size of container/VM/Server instance in terms of CPU/Memory/Storage	-	*
<b>If On-site, then Sizing per Container/VM/Server Instance (in TPS) Hint :- Select '0' if not applicable</b>	500	500.0 - 100000.0 Or higher
<b>Maximum Throughput Per Second (TPS) handled by the product in production deployment (Hint :- Select '0' if not applicable)</b>	5000	5000.0 - 100000.0 Or higher
OEM Model / Part No	-	*
Software Description	-	*
Software Version	-	*
Date of Launch of Version	-	*
<b>Training Options</b>	On-Site classroom,Training Material,Virtual	On-Site classroom, Virtual, Training Material

SCOPE OF LICENCE	<b>No of days Training Provided</b>	5	5
	<b>Number of Years upto which Support is available from OEM</b>	5	5
	<b>Types of Licence</b>	1.Perpetual	1.Perpetual
	<b>Licencing option</b>	1. Per Core,2. Per VCPU,7. Transactions Per Second	1. Per Core, 2. Per VCPU, 7. Transactions Per Second
	<b>If API Calls Per Second in the above then TPS (Transaction per second) of the offered product (Hint Select '0' if not applicable)</b>	0	0.0 - 100000.0 Or higher
	<b>If Gateway in the above then TPS (Transaction per second) of the offered product (Hint :- Select '0' if not applicable)</b>	0	0 - 100000
	<b>"If Subscription Based, Duration of Subscription (in months) (Hint : Select '0' if not applicable)"</b>	0	0 - 60
Gateway Module	<b>Gateway Deployment Features</b>	1) Support deployment of multiple API gateways as per requirements either centrally or distributed as per Buyer(user) infrastructure.,2) Support deployment of API gateways across multiple locations, data centers,Buyer(user) cloud and the same to be manageable through single centralized console.,3) Support independent auto-scalability of API gateways instances.,4) Support individual deployment of API Gateways for each or combined API services	1) Support deployment of multiple API gateways as per requirements either centrally or distributed as per Buyer(user) infrastructure., 2) Support deployment of API gateways across multiple locations, data centers,Buyer(user) cloud and the same to be manageable through single centralized console., 3) Support independent auto-scalability of API gateways instances., 4) Support individual deployment of API Gateways for each or combined API services

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

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

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

	<p>Web,mobile and IoT consumption. Option to orchestrate modern REST and OData APIs from existing or legace backend APIs,9) APIs from multiple data sources—including RDBMS, NoSQL, existing APIs and JSON—provide an efficient point-and-click interface that supports pagination, optimistic locking, filtering, sorting and more.</p>	<p>Web,mobile and IoT consumption. Option to orchestrate modern REST and OData APIs from existing or legace backend APIs, 9) APIs from multiple data sources—including RDBMS, NoSQL, existing APIs and JSON—provide an efficient point-and-click interface that supports pagination, optimistic locking, filtering, sorting and more.</p>
<b>API Security Manager Module Features</b>	<p>1) Support API authentication using system auto generated API app id &amp; API key combination. The application is identified via the App ID and authenticated via the App Key.,2) Support API authentication using JWT Token / OpenID Connect.,3) Provide option to regenerate the API keys either by tenant admin or directly by API consumer organization admin / developer.,4) Provide option to use custom key instead of auto generated for API authentication.,5) Capable to include single sign on solution for JWT token generation / OpenID connect token generation &amp; authentication.,6) Support all methods for authentication parameters locations as following - headers, query parameters, body parameters, HTTP basic authentication etc.,7) Support customization of key parameter name through web admin user interface.,8)</p>	<p>1) Support API authentication using system auto generated API app id &amp; API key combination. The application is identified via the App ID and authenticated via the App Key., 2) Support API authentication using JWT Token / OpenID Connect., 3) Provide option to regenerate the API keys either by tenant admin or directly by API consumer organization admin / developer., 4) Provide option to use custom key instead of auto generated for API authentication., 5) Capable to include single sign on solution for JWT token generation / OpenID connect token generation &amp; authentication., 6) Support all methods for authentication parameters locations as following - headers, query parameters, body parameters, HTTP basic authentication etc., 7) Support customization of key parameter name through web admin user interface., 8)</p>



		<p>Provide tenant admin capabilities to suspend Application /API/ Key/ Authentication access in case of any suspicious activity.,9)</p> <p>Provide tenant admin capabilities to resume the suspended Application /API / Authentication access post rectifications.,10)</p> <p>Support defining host header and secret token for every upstream backend call to secure and authenticate naked backend APIs.,11)</p> <p>Capture and report API response codes.,12)</p> <p>Support for different resource authorization schemes like Oauth 2.0, OpenId, X.509 and SAML(Security Assertion Markup Language ),13)</p> <p>Issue and accept different types of credentials for authentication.,14)</p> <p>Protection against malicious REST queries, XML and JSON payloads at the API Gateway. p)</p> <p>Threat protection, bot detection and token - fraud detection.,15)</p> <p>Threat protection, bot detection and token - fraud detection.,16)</p> <p>Harden security for XML threat and XML virus protection, payload attack protection , M-DOS denial of,17)</p> <p>FIPS compliant 140-2 compliant.,18)</p> <p>Supports cryptography , TLS, SSL , max payload , JSON payload control. t)</p> <p>Protection against OWASP vulnerabilities e.g SQL Injections, cross-site scripting, DDoS attacks</p>	<p>Provide tenant admin capabilities to suspend Application /API/ Key/ Authentication access in case of any suspicious activity., 9)</p> <p>Provide tenant admin capabilities to resume the suspended Application /API / Authentication access post rectifications., 10)</p> <p>Support defining host header and secret token for every upstream backend call to secure and authenticate naked backend APIs., 11)</p> <p>Capture and report API response codes., 12)</p> <p>Support for different resource authorization schemes like Oauth 2.0, OpenId, X.509 and SAML(Security Assertion Markup Language ), 13)</p> <p>Issue and accept different types of credentials for authentication., 14)</p> <p>Protection against malicious REST queries, XML and JSON payloads at the API Gateway. p)</p> <p>Threat protection, bot detection and token - fraud detection., 15)</p> <p>Threat protection, bot detection and token - fraud detection., 16)</p> <p>Harden security for XML threat and XML virus protection, payload attack protection , M-DOS denial of, 17)</p> <p>FIPS compliant 140-2 compliant., 18)</p> <p>Supports cryptography , TLS, SSL , max payload , JSON payload control. t)</p> <p>Protection against OWASP vulnerabilities e.g SQL Injections, cross-site scripting, DDoS attacks</p>
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		etc for apps and APIs,19) Enable cross-origin resource sharing (CORS) support for your API,20) Mobile/IoT security extends to new endpoints by integrating with Identity Access Management system(s) with mobile and IoT apps.	etc for apps and APIs, 19) Enable cross-origin resource sharing (CORS) support for your API, 20) Mobile/IoT security extends to new endpoints by integrating with Identity Access Management system(s) with mobile and IoT apps.
API Management Module	<b>API Management Features</b>	<p>1) Provide centralized web based , rolebased access control to its user interface to configure, manage and monitor API services.,2) Admin console to integrate with industry standarad LDAP/Active directiory solution,Single Sign On.,3) Support high availability and scalability out of the box.,4) API Management can be configured to dynamically scale up or down as needed.,5)Scalable with effective throttling, prioritization, caching and routing.,6) Provide traffic throttling based on tenant admin defined configurations &amp; rules to be easy customizable through web user interface.,7) Provide multitenancy in single centralized deployment.,8) Tenant admins able to create multiple user plans along with custom features for consumer to subscribe.,9) Support tenant admins mandatory approval for API access plan signup. This feature is configurable.,10) Support rate limit configurations in various ways e.g.</p>	<p>1) Provide centralized web based , rolebased access control to its user interface to configure, manage and monitor API services., 2) Admin console to integrate with industry standarad LDAP/Active directiory solution,Single Sign On., 3) Support high availability and scalability out of the box., 4) API Management can be configured to dynamically scale up or down as needed., 5)Scalable with effective throttling, prioritization, caching and routing., 6) Provide traffic throttling based on tenant admin defined configurations &amp; rules to be easy customizable through web user interface., 7) Provide multitenancy in single centralized deployment., 8) Tenant admins able to create multiple user plans along with custom features for consumer to subscribe., 9) Support tenant admins mandatory approval for API access plan signup. This feature is configurable., 10) Support rate limit configurations in various ways e.g.</p>

		minutes / hour / day etc.,11) Support configuring features & access policies based on API versions identified through request URL's.,12) Management dashboard for real time monitoring for collective measurement.	minutes / hour / day etc., 11) Support configuring features & access policies based on API versions identified through request URL's., 12) Management dashboard for real time monitoring for collective measurement.
Reporting / Analytics / Alerts Module	<b>Reporting / Analytics / Alerts Features</b>	1) Provide out of the box reports to tenant admins to track how developers are utilizing APIs against their quota and provide custom, ad-hoc reporting into the health and performance of API for forecasting or analysis.,2) Provide out of the box statistics to API consumer organization through developer/partner portal.,3) Integrate with existing email systems to send email notifications.,4) Provide alerts & notifications to tenant admins & API consumers through web user interface and email both.,5) Mobile app analytics track applications as they move from development through testing to production.,6) Provide notifications by invoking webhooks in case of occurrence of configured events.,7) Ability to generate Audit trail reports	1) Provide out of the box reports to tenant admins to track how developers are utilizing APIs against their quota and provide custom, ad-hoc reporting into the health and performance of API for forecasting or analysis., 2) Provide out of the box statistics to API consumer organization through developer/partner portal., 3) Integrate with existing email systems to send email notifications., 4) Provide alerts & notifications to tenant admins & API consumers through web user interface and email both., 5) Mobile app analytics track applications as they move from development through testing to production., 6) Provide notifications by invoking webhooks in case of occurrence of configured events., 7) Ability to generate Audit trail reports
TECHNICAL SUPPORT SERVICE	<b>Technical Support Service provided by</b>	1. OEM,2. VENDOR/SELLER/CHANNEL PARTNER/SYSTEM INTEGRATOR	1. OEM, 2. VENDOR/SELLER/CHANNEL PARTNER/SYSTEM INTEGRATOR
	<b>Period for Product/Technical Support included in the scope of supply</b>	60	60.0 - 60.0 Or higher

	(Hint : Select '0' if not applicable)		
	Scope of Product/Technical Support provided by the OEM are	2. Updation with Patches Bug Fixes and Repair of known Issues;	*
	<b>If Technical support provided by channel partner/vendor/system integrator/seller then whether they are authorized by OEM</b>	Yes	Yes
	<b>Scope of Technical Support for channel partner/vendor/system integrator/seller are</b>	1. Software Upgradation,2. Updation with Patches Bug Fixes and Repair of known Issues;,3. Remote (via Telephone, Email, Video Calling, etc.),4. 24 x 7 x 365 Onsite Support.,5. Installation support,6. Integration support	1. Software Upgradation, 2. Updation with Patches Bug Fixes and Repair of known Issues;, 3. Remote (via Telephone, Email, Video Calling, etc.), 4. 24 x 7 x 365 Onsite Support., 5. Installation support, 6. Integration support, 7.Configuration support, 8.End to End Workflow Implementation support, 9. User Acceptance Testing of all modules.
SLA FOR TECHNICAL SUPPORT SERVICE	<b>High Severity Priority Issue, P1 Consists of</b>	1. Any fault which causes failure of a critical feature,2. Significant loss of visibility of application performance or irreparable loss of data within the application (such as connectivity to the host server),3. Customer declared critical issue with the concurrence of customer and vendor management,4. Any fault that keeps the system from meeting significantly documented standards or performance specifications,5. Any fault that keeps the system from meeting regulatory and safety	1. Any fault which causes failure of a critical feature, 2. Significant loss of visibility of application performance or irreparable loss of data within the application (such as connectivity to the host server), 3. Customer declared critical issue with the concurrence of customer and vendor management, 4. Any fault that keeps the system from meeting significantly documented standards or performance specifications, 5. Any fault that keeps the system from meeting regulatory and safety

	standards,6. Discovery of application bug with NO short-term workaround.	standards, 6. Discovery of application bug with NO short-term workaround.
<b>"Response Time for Technical Support Level Commitment for High Severity Priority Issue (P1) (Maximum in Hours) (Hint : Select '0' if not applicable)"</b>	2	2
<b>"Penalty for Non Adherence to P1 Response Time of Technical Support Value (Cumulative Maximum 5 % of Technical Support Value)"</b>	NA	0.05 % per Hour, 0.1 % per Hour, NA
<b>Medium Severity Priority Issue, P2 Consists of</b>	1. Any fault which causes failure of a non-critical feature of the application,2. Application is running at a degraded capacity with potential risk of losing critical data,3. Failures in application performance that requires additional dedicated resources to maintain core application elements	1. Any fault which causes failure of a non-critical feature of the application, 2. Application is running at a degraded capacity with potential risk of losing critical data, 3. Failures in application performance that requires additional dedicated resources to maintain core application elements
<b>"Response Time for Technical Support Level Commitment for Medium Severity Priority Issue (P2) (Maximum in days) (Hint :- Select'0' if not applicable) "</b>	1	1
<b>"Penalty for Non Adherence to P2 Response Time of Technical Support Value (Cumulative Maximum 3 % Technical Support Value)"</b>	NA	0.25 % per Day,, NA
<b>Low Severity Priority Issue, P3 Consists of</b>	1. Loss of administrative capabilities (non-P1/non-P2),2. Loss of	1. Loss of administrative capabilities (non-P1/non-P2), 2. Loss of

		full feature functionality (non-P1/non-P2),3. Discovery of application bug with a short-term workaround,4. Any remote upgrade or support not associated with resolution of a P1 or P2 issue	full feature functionality (non-P1/non-P2), 3. Discovery of application bug with a short-term workaround, 4. Any remote upgrade or support not associated with resolution of a P1 or P2 issue
	<b>"Response Time for Technical Support Level Commitment for Low Severity Priority Issue (P3) (Maximum in days) (Hint :- Select '0' if not applicable)"</b>	2	2
	<b>"Penalty for Non Adherence to P3 Response Time of Technical Support Value (Cumulative Maximum 2 % Technical Support Value)"</b>	NA	0.25 % per Day, NA
RECOMMENDED HARDWARE REQUIREMENT PARAMETER FOR ON-PREMISE DEPLOYMENT	Number of servers required	-	*
	CPU required	-	*
	Operating Systems supported	1. Linux	*
	Storage Requirement (in GB)	-	*
	Supported Web Browsers	-	*
	Any Specific, hardware component required to enhance performance and accuracy ?	-	*
GENERIC PARAMETERS	Valid Licence copy to be provided	YES	*
	Software supplied through	URL Link	*
	Security Certification from Cert-In	-	*
	Hyper link to Data sheet	-	*
	Total Number of installation of the	10	*

	product during last 5 years		
	Number of Software deployment/Installed in Govt/PSU Department from OEM	4	*
	Details of Government Department/PSU email, phone no of concerned authority where Software installed for above	-	*

\* Specifications highlighted in bold are the Golden Parameters.

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

### Additional Specification Documents

### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Mohan Shyam	110003,A BLOCK CGO COMPLEX NATIONAL INFORMATICS CENTRE NEW DELHI	1	42

### Bid Specific Additional Terms and Conditions

1. Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods
2. Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.
3. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
4. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
5. Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
6. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered

Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

7. Pre-dispatch inspection at Seller premises (Fee/Charges to be borne by the BUYER): Before dispatch, the goods will be inspected by Buyer / Consignee or their Authorized Representative or by Nominated External Inspection Agency (independently or jointly with Buyer or Consignee as decided by the Buyer) at Seller premises (or at designated place for inspection as declared / communicated by the seller) for their compliance to the contract specifications. Fee/Charges taken by the External inspection Agency and any external laboratories testing charges shall be borne by the Buyer. For in-house testing, the Sellers will provide necessary facilities free of cost. Seller shall notify the Buyer through e-mail about readiness of goods for pre-dispatch inspection and Buyer will notify the Seller about the Authorized Representative/ Nominated External Inspection Agency and the date for testing. The goods would be dispatched to consignee only after clearance in pre-dispatch inspection. Consignee's right of rejection as per GTC in respect of the goods finally received at his location shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by Buyer/ Consignee or its Nominated External Inspection Agency prior to the goods' shipment. While bidding, the sellers should take into account 7 days for inspection from the date of email offering the goods for inspection. Any delay in inspection beyond 7 days shall be on the part of the buyer and shall be regularised without Liquidated Damages.
8. Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 3 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.
9. ISO 9001: The bidder must have ISO 9001 certification.
10. Warranty period of the supplied products shall be 5 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid

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

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