



Bid Number: GEM/2022/B/2658842

Dated: 19-10-2022

Bid Document

Bid Details	
Bid End Date/Time	09-11-2022 18:00:00
Bid Opening Date/Time	09-11-2022 18:30:00
Bid Offer Validity (From End Date)	65 (Days)
Ministry/State Name	Ministry Of Electronics And Information Technology
Department Name	Na
Organisation Name	Unique Identification Authority Of India (uidai)
Office Name	Hq, New Delhi
Total Quantity	1
Item Category	Privileged Access Management Solution
BOQ Title	PRIVILEGED ACCESS MANAGEMENT
Minimum Average Annual Turnover of the bidder (For 3 Years)	715 Lakh (s)
OEM Average Turnover (Last 3 Years)	5752 Lakh (s)
Years of Past Experience Required for same/similar service	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,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Compliance of BoQ specification and supporting document *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
Past Performance	80 %
Bid to RA enabled	Yes
RA Qualification Rule	H1-Highest Priced Bid Elimination
Time allowed for Technical Clarifications during technical evaluation	3 Days
Evaluation Method	Total value wise evaluation

EMD Detail

Advisory Bank	State Bank of India
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EMD Percentage(%)	2.00
EMD Amount	2876706

ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	39

(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:

CEO UIDAI

Hq, New Delhi, NA, Unique Identification Authority of India (UIDAI), Ministry of Electronics and Information Technology
(Ceo)

Splitting

Bid splitting not applied.

MII Purchase Preference

MII Purchase Preference	No
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Details of the Competent Authority for MII

Name of Competent Authority	Hon. Minister of Meity
Designation of Competent Authority	Minister In Charge
Office / Department / Division of Competent Authority	MEITY
CA Approval Number	13(7)/2022-EG-II
Competent Authority Approval Date	17-08-2022
Brief Description of the Approval Granted by Competent Authority	Details explained as per annexure I of competent authority approval uploaded in this bid.

Competent Authority Approval for not opting Make In India Preference : [View Document](#)

MSE Purchase Preference

MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be

exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. 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 above 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.

4. 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 Financial years as indicated above 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 Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

5. 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.

6. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY.

7. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

8. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

9. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

Privileged Access Management Solution

Brand Type	Unbranded
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Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	R Madhan	560092,UIDAI Technology Centre, Aadhaar Complex, NTI Layout,Tata Nagar, Kodigehalli, Bengaluru - 560092	1	30

Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Generic

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

4. Generic

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

- (a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-
- (i) Inhibit the desires and designed function of the equipment.
 - (ii) Cause physical damage to the user or equipment during the exploitation.
 - (iii) Tap information resident or transient in the equipment/network.
- (b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

5. OEM

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

6. Service & Support

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.

7. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

8. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

9. Certificates

ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.

10. Turnover

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.

11. Turnover

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.

12. Scope of Supply

Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

13. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Annexure A

REQUIREMENT, SCOPE OF WORK, IMPLEMENTATION & SUPPORT

The bidder is expected to provide the On-Premises Privileged Access Management Solution and provide support services as per specifications mentioned in **Annexure B**. Bidder shall be responsible for Supply, Installation, Testing & Commissioning the On-Premises PAM solution with 350 users and 10000 devices at DC (Bangalore) & DR (Manesar). Solution should work in HA Mode as Active- Active at both the sites.

Bidder to provide undertaking for the same.

1. Requirement:

The UIDAI is seeking for a Privileged Access Management (PAM) solution to control and audit privileged access, actions, and permissions by elevated users managing the IT environment in UIDAI datacentres.

Privileged access management (PAM) protects UIDAI business from intentional, but also unconscious abuse of privileged access. Privileged Access Management securely manages user accounts that have elevated / privileged permissions on critical IT resources. These can be human administrators, operating systems, applications, systems, and any other users.

1.1 Scope of Work

1.2 The Technical requirement is detailed at **Annexure B** attached separately for Privileged Access Management Solution. The scope will broadly include:

1.3 Supply, Installation, Testing & Commissioning of PAM solution Software

1.4 Hardware- The Required Hardware (Server, Storage for keeping logs) will be provided by the UIDAI.

1.5 Software-The bidder will supply the required licenses as per specifications to run complete PAM Solution Software.

1.6 Engineer Support (Remote /On-Site) - The bidder will provide the resources 24x7 for remoter/onsite On-demand for 3 years

1.7 The PAM Solution to be installed in On-Premises

2. Implementation & Integration Services:

The bidder will be responsible for the Supply, Installation, Testing & Commissioning of the entire solution. The installation and commissioning services will include the following but not limited to:

2.1 Installing the Privileged Access Management solution at DC (Bangalore) & DR (Manesar) site.

2.2 Configuring the HA of the solution.

2.3 High availability & secure infrastructure at DC (Bangalore) & DR (Manesar).

2.4 Operationalize PAM for admins & ID's taking remote of the system.

2.5 Configuration of all the features mentioned in this GeM Bid.

2.6 Project documentation, with the proper hand-over.

2.7 Completion of the project end to end.

2.8 Training to be imparted for 7 days at the end of 1st year and 2nd year operation. The Training should enable the team capable of L1 & L2 support.

2.9 Detailed documentation for all configurations.

- 2.10 Meet compliance requirements.
- 2.11 Providing project management support.
- 2.12 Post-implementation support for 3 years
- 2.13 Initial 6-month onsite Hand Holding support for stabilization of PAM Solution.
- 2.14 Project sign-off.

3. Support Services:

- 3.1 Onsite support is required if the problem is not resolved remotely.
- 3.2 That the support Engineers deployed for UIDAI are direct employees of the Bidder. The Bidder to share single point of contact for UIDAI and will be solely responsible for coordinating delivery, installation, support, and completion of all formalities by signing service level agreement with UIDAI.

4. Service Level Agreement (SLA):

In view of the criticality of the application, the solution always should be kept in efficient running conditions with a view to ensuring 99.95% uptime per year (calculated quarterly) as per the table shown below. In any case, resolution should be affected within 1-hour CTR (Call to Response) from the office i.e. support engineer assignment against raised ticket. UIDAI will levy a penalty of Rs.5000 per hour for failure to deliver the guaranteed uptime or defaults therein for downtime exceeding 1 hour in a quarter.

Ø Support - 24 x 7

Ø Response time - 15 minutes CTR (Call to Response)

Ø Uptime - 99.95% per year for HA solution.

S e v e r i t y L e v e l s	Customer Impact Criteria	Response Time	Turnaround Times
S 1	Critical Service Impact - Issue critically affects the primary business service, major Application, or mission-critical system. Characteristics of a Severity 1 issue include: <ul style="list-style-type: none"> • PAM is down • Users/Devices unable to Authenticate through PAM 	15 minutes	30 Minute
S 2	Significant Service or Implementation Impact - The business service, major application, or system is affected. An acceptable workaround is available.	30 minutes	1 Hour

S 3	No Service Impact - Non-critical issues, general questions, enhancement requests or documentation issues	Best Effort	Best Effort
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4.1 Provide RCA of major outages (including a description of root-cause and fix) resulting in greater than 1-hour of unscheduled downtime within a week.

5. Warranty (24*7*365 days)

5.1 warranty should be available for the entire solution, counting from the date of commissioning & sign-off of the system. The warranty period will start after successfully completion of the implementation part and signed off.

Warranty - for Complete PAM Solution - 3 years

5.2 During the 3 years all upgrades, updates, patches, and bug fixes shall be provided free of cost.

5.3 That Bidder to submit an undertaking that the warranty and the AMC (if opted for by UIDAI) cover the entire software and Licences.

6 Delivery:

The solution should be delivered within 4 weeks from the date of placement of order & Supply, Installation, Testing & Commissioning and Project Signoff should be completed within 4 months from the date placement of the order.

7 Timelines for deliverables:

The bidder is required to submit the deliverables as per the following schedule from the date of appointment

Sr. No. Milestones	Milestones	Timeline
1	Detailed Project Plan, Design Documents, Delivery of Software Licenses/ Appliance.	From the Date of Purchase Order 4 weeks.

2	<p>Test Certificate & Software for UAT. Implementation of Complete PAM Solution, handover of source code for any custom-built application to achieve PAM integration, and user manual.</p> <p>Training in Two batches (Online/Onsite)</p> <p>Project completion sign-off</p>	<p>From the Date of Purchase Order 4 months</p>
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8 Liquidated Damages:

In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training, etc as specified in this contract, the Buyer may at his discretion, withhold any payment until the completion of the contract. The BUYER may also deduct from the SELLER as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

9 Payment terms for the above purchase would be as follows:

100% after supply, installation, testing & commissioning, Training and Project completion sign-off of PAM solution.

10 General Terms and Conditions:

- 10.1. Project Terms -Warranty start date will be from the date of commissioning of Supplied Complete PAM solutions.
- 10.2. The bidder will have to rectify the defects / replace the defective software wherever required free of cost during the said warranty period.
- 10.3. The Bidder should appoint a single point of contact for the complete solutions implementation.
- 10.4. The Bidder should prepare a detailed project rollout plan in concurrence with UIDAI.
- 10.5. The Bidder will also submit a certificate that all required testing and checking have

Scope of Work for Comprehensive Annual Maintenance Contract-Post warranty

The selected bidder will be required to undertake the following services:

- 1. The Bidder shall provide Comprehensive Annual Maintenance Contract (CAMC) of PAM solutions (including subsystem) with 350 users and 10000 devices at DC (Bangalore) & DR (Manesar).
- 2. The OEM/Bidder should have a 24x7x365 days support contact centre to log the calls. The contact centre numbers should be provided to the UIDAI along with the escalation matrix.
- 3. During the AMC contract period, all upgrades, software, licensing, implementation of patches/version changes, etc., due to whatsoever reason including but not limited to EOL or EOS,

would be done by the bidder without any additional cost to the UIDAI.

4. Bidder should carry out preventive maintenance activities mandatorily for the solution at least once in every 3 months (Quarterly) during the entire contract period. The scope of preventive maintenance shall cover periodic health check-up, performance matrices, including any abnormality issue in the solution observed during preventive maintenance without any extra cost to the UIDAI. The bidder shall coordinate with concerned UIDAI officials for the suitable day and time to perform preventive maintenance activities during complete AMC duration.
5. The bidder shall be responsible to make all setup work satisfactorily throughout the contract period. The bidder should handover the systems in working condition to the UIDAI after expiry of the contract and in case of any damage is found, the bidder will be liable to rectify it even after the expiry of the AMC.
6. The PAM solution shall continue to remain covered under AMC agreement during transit as well as at the new location, when moved for maintenance or for any other purpose.
7. The proposed PAM solution (OS, DB, any Appliances/Software used for failover etc.) must support, 99.95% UPTIME along with 24x7x365 support for post warranty periods. The bidder should enter into agreement with the OEM for providing back-to-back arrangements for post warranty support.
8. The bidder will work with the OEM of the hardware provided for any necessary technical assistance (logging the call till closer of the issue).

9. Service Level Agreement (SLA) for Annual Maintenance Contract:

In view of the criticality of the application, the solution at all times should be kept in efficient running conditions with a view to ensuring 99.95% uptime (calculated quarterly) as per the table shown below. In any case, resolution should be effected within 1 hour CTR (Call to Response) from the office i.e. support engineer assignment against raised ticket. UIDAI will levy a penalty of Rs.5000 per hour for failure to deliver the guaranteed uptime or defaults therein for downtime exceeding 1 hour in a quarter.

Ø Support - 24 x 7

Ø Response time - 15 minutes CTR (Call to Response)

Ø Uptime - 99.95% per year for HA solution.

Severity Levels	Customer Impact Criteria	Response Time	Turnaround Times
S1	Critical Service Impact - Issue critically affects the primary business service, major Application, or mission-critical system. 24x7 basis to resolve the issue. Characteristics of a Severity 1 issue include: • PAM is down • Users/Devices unable to Authenticate through PAM	15 minutes	30 Minute
S2	Significant Service The business service, major application, or system is affected. An acceptable workaround is available.	30 minutes	1 Hour

S3	No Service Impact - Non-critical issues, general questions, enhancement requests or documentation issues	Best Effort	Best Effort
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Provide RCA of major outages (including a description of root-cause and fix) resulting in greater than 1-hour of unscheduled downtime within a week.

10. SYSTEM UPTIME AND SERVICE LEVEL AGREEMENT

The successful bidder has to guarantee an uptime of 99.95% on quarterly basis for the total solution (Complete PAM Solution including hardware, software and other components) during the AMC period.

Penalty for not maintaining the uptime is below.

Uptime = (Sum of total minutes in a quarter - Sum of downtime minutes during the quarter) *100

Sum of total minutes in a quarter

Example: If there are 92 days in a quarter, then total time would be 1,32,480 minutes. The acceptable downtime would be 60 minutes for making full payment for the quarter based on the following calculations:
 $-(132480 - 60) / 132480 * 100 = 99.95\%$

11. Payment terms for AMC would be as follows:

The payment towards the AMC charges for the maintenance of the PAM solution will be paid on quarterly basis in arrears. Payment will be released within timeline defined as per Govt. norms post the receipt of correct invoices along with the necessary documents/certificates duly signed by the authorised UIDAI officials. The payment would be made in equal quarterly basis, starting from service activation, after completion of each quarter after receipt of invoice and on satisfactory completion of maintenance report. Bidder has to show the bifurcation/details of GST (CGST/SGST/IGST) in every invoice.

14. Warranty

Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide AMC Service for next 4 years for the offered products at the rate not more than 10 % of contract price per annum. Buyer reserves the right to enter into an AMC agreement (covering preventive maintenance and servicing)with the Successful Bidder / OEM after expiry of the Warranty period at rate as mentioned above and the payment for the AMC charges would be made Quarterly after rendering of the AMC Services of the relevant AMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the AMC contract when called upon by the buyer. The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 4% of total AMC value valid up to AMC period plus 2 months (if there is no other claim). (Undertaking of acceptance to be uploaded with bid).

15. Generic

Non return of Hard Disk: As per Buyer organization’s Security Policy,Faulty Hard Disk of Servers/Desktop Computers/ Laptops etc. will not be returned back to the OEM/supplier against warranty replacement.

16. Generic

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 3 years 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 primary product having highest value should meet this criterion.

17. Generic

Upload Manufacturer authorization: Wherever Authorised Distributors are submitting the bid,

Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.

18. **Past Project Experience**

For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

- a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
- b. Execution certificate by client with order value.
- c. Any other document in support of order execution like Third Party Inspection release note, etc.

19. **Past Project Experience**

The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:

- (i) Single order of at least 35% of estimated bid value; or
- (ii) Two orders of at least 20% each of estimated bid value; or
- (iii) Three orders of at least 15% each of estimated bid value.

Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

20. **Generic**

Scope of supply includes Training: Number of employees to be trained 10 , Place for Training Mutually Agreed place and Duration of training 7 days.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity/restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and/or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents/clauses shall also be null and void. If any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

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

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---