

## Bid Document

Bid Details	
<b>Bid End Date/Time</b>	19-05-2021 14:00:00
<b>Bid Opening Date/Time</b>	19-05-2021 14:30:00
<b>Bid Life Cycle (From Publish Date)</b>	90 (Days)
<b>Bid Offer Validity (From End Date)</b>	65 (Days)
<b>Ministry/State Name</b>	Ministry Of Petroleum And Natural Gas
<b>Department Name</b>	Na
<b>Organisation Name</b>	Directorate General Of Hydrocarbons (dgh) Noida
<b>Office Name</b>	Oidb Bhwan, Sector-73, Noida
<b>Total Quantity</b>	15
<b>Item Category</b>	ENCODER , MCU , PERSONAL VIDEO CONFERENCING SYSTEM FOR EXECUTIVES , TROLLEY FOR DISPLAY MOUNTING AND VC SOLUTION , Layer 3 - Access Switch , Professional Large Format Display , Networking/Server Rack , RESIDENT ENGINEER
<b>Years of Past Experience required</b>	3 Year (s)
<b>MSE Exemption for Years of Experience and Turnover</b>	No
<b>Startup Exemption for Years Of Experience</b>	Yes
<b>Document required from seller</b>	Experience Criteria,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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
<b>Bid to RA enabled</b>	No
<b>Primary product category</b>	MCU
<b>Time allowed for Technical Clarifications during technical evaluation</b>	5 Days
<b>Inspection Required</b>	No
<b>Evaluation Method</b>	Total value wise evaluation

### EMD Detail

Required	No
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**ePBG Detail**

Advisory Bank	State Bank of India
ePBG Percentage(%)	3.00
Duration of ePBG required (Months).	38

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

**Beneficiary:**

DG-DGH

OIDB Bhawan, Sector-73, Noida-201301

(Directorate General Of Hydrocarbons)

**Splitting**

Bid splitting not applied.

**MII Purchase Preference**

MII Purchase Preference	Yes
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**MSE Purchase Preference**

MSE Purchase Preference	Yes
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1. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. 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. 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.
3. Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.
4. 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 100%(selected by Buyer) percentage of total QUANTITY.

### ENCODER ( 1 pieces )

(Minimum 50% Local content required for MII compliance)

Brand Type	Unbranded
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#### Technical Specifications

Buyer Specification Document	<a href="#">Download</a>
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#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	1	60

### MCU ( 1 set )

(Minimum 50% Local content required for MII compliance)

Brand Type	Unbranded
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#### Technical Specifications

Buyer Specification Document	<a href="#">Download</a>
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#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	1	60

### PERSONAL VIDEO CONFERENCING SYSTEM FOR EXECUTIVES ( 2 pieces )

(Minimum 50% Local content required for MII compliance)

Brand Type	Unbranded
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#### Technical Specifications

Buyer Specification Document	<a href="#">Download</a>
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#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	2	60

### TROLLEY FOR DISPLAY MOUNTING AND VC SOLUTION ( 2 pieces )

(Minimum 50% Local content required for MII compliance)

Brand Type	Unbranded
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#### Technical Specifications

Buyer Specification Document	<a href="#">Download</a>
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#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	2	60

### Layer 3 - Access Switch ( 1 pieces )

(Minimum 50% Local content required for MII compliance)

Brand Type	Registered Brand
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#### Technical Specifications

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

Specification	Specification Name	Bid Requirement (Allowed Values)
Specification	<b>Maximum Number of Access /Downlink Ports</b>	48 Or higher
	<b>Type of Switch</b>	Non PoE, PoE, PoE+, UPoE, PoE++ Or higher
	<b>Number of 10/100/1000 Base-T Ports</b>	48 Or higher
	<b>Number of Multi-Gigabit Ports</b>	0, 4, 8, 12, 24, 48, 2, 16, 32 Or higher
	<b>Number of 1 G Base T Ports (Uplink)</b>	0, 2, 4, 8, 12, 16, 24, 32, 48 Or higher
	<b>Number of 1 G SFP / Base X Port (Uplink)</b>	0, 2, 4, 8, 12, 16, 24, 32, 48 Or higher
	<b>Number of 10 G Base T Port (Uplink)</b>	0, 2, 4, 8, 12, 16, 24, 32, 48 Or higher
	<b>Number of 10 G SFP+ Port (Uplink)</b>	4, 8, 12, 16, 24, 32, 48 Or higher
	<b>Number of 40 G QSFP+ Port (Uplink)</b>	0, 2, 4, 8, 12, 16, 24, 32, 48 Or higher

Specification	Specification Name	Bid Requirement (Allowed Values)
	<b>Number of 100 G QSFP 28 Port (Uplink)</b>	0, 1, 2, 4, 6, 8, 12, 16, 24, 48 Or higher
	<b>Management Port (RJ 45/RS 232/USB)</b>	Yes Or higher
	<b>Redundant Power supply</b>	Yes, No Or higher
	<b>Redundant Fan</b>	Yes, No Or higher
	<b>Switching Capacity / Forwarding Bandwidth (Non Blocking / Line Rate /Wired Speed) 2x (Numbers of access ports + Number of Uplink Ports) (Gbps)</b>	More than 176.0 Or higher
	<b>Throughput / Forwarding Performance (MPPS)</b>	More than 130.95 Or higher
	<b>On Site OEM Warranty (Year)</b>	3, 4, 5 Or higher

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Ravindran Thiyagarajan	201301,DGH, OI DB BHAWAN, SECTOR-73, NOIDA	1	60

#### Professional Large Format Display ( 2 pieces )

(Minimum 50% Local content required for MII compliance)

Brand Type	Registered Brand
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#### Technical Specifications

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

Specification	Specification Name	Bid Requirement (Allowed Values)
Ungrouped	<b>Technology</b>	LED Backlit
	<b>Screen Size (Diagonal) Minimum (cm)</b>	164, 175, 189, 216, 247, 203, 228, 304, 254 Or higher
	<b>Screen Type</b>	Touch, Non Touch, Wi-Fi Screen Share HotSpot
	<b>Native Resolution (Pixels)</b>	3840 x 2160 (UHD)
	<b>Aspect Ratio</b>	16:9
	<b>Brightness (Nits) Minimum</b>	500, 600, 700, 1000, 1500, 2500, 3000, 4000, 550 Or higher

Specification	Specification Name	Bid Requirement (Allowed Values)
	Native Contrast Ratio (Minimum)	40001
	Arrangement of Speakers	Inbuilt
	RS 232C Port	Available
	RJ 45	Available
	<b>Duty Cycle</b>	24 x 7
	BIS Registration under CRS of Meity	Yes
	<b>On Site OEM Warranty (Year)</b>	3

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	2	60

#### Professional Large Format Display ( 2 pieces )

(Minimum 50% Local content required for MII compliance)

Brand Type	Registered Brand
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#### Technical Specifications

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

Specification	Specification Name	Bid Requirement (Allowed Values)
Ungrouped	<b>Technology</b>	LED Backlit
	<b>Screen Size (Diagonal) Minimum (cm)</b>	189, 216, 247, 203, 228, 304, 254 Or higher
	<b>Screen Type</b>	Touch, Non Touch, Wi-Fi Screen Share HotSpot
	<b>Native Resolution (Pixels)</b>	3840 x 2160 (UHD)
	<b>Aspect Ratio</b>	16:9
	<b>Brightness (Nits) Minimum</b>	500, 600, 700, 1000, 1500, 2500, 3000, 4000, 550 Or higher
	Native Contrast Ratio (Minimum)	40001
	Arrangement of Speakers	Inbuilt
	RS 232C Port	Available

Specification	Specification Name	Bid Requirement (Allowed Values)
	RJ 45	Available
	Duty Cycle	24 x 7
	BIS Registration under CRS of Meity	Yes
	On Site OEM Warranty (Year)	3

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	2	60

#### Networking/Server Rack ( 1 pieces )

(Minimum 50% Local content required for MII compliance)

Brand Type	Registered Brand
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#### Technical Specifications

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

Specification	Specification Name	Bid Requirement (Allowed Values)
Specifications	Type of Server Racks	Portable Racks
	Size of Server Rack Enclosure	42U
	Front glass Door	Yes
	Warranty (Years)	3

#### Additional Specification Parameters - Networking/Server Rack ( 1 pieces )

Specification Parameter Name	Bid Requirement (Allowed Values)
Details	19" width. Must be OEM Rack.

Specification Parameter Name	Bid Requirement (Allowed Values)
MISC	It must have dual power strips. It should have cooling fans and IEC power distribution unit. The dimensions of the rack must be compatible with all the equipment supplied and the bidder should be able to install all the equipment supplied with the rack. Server Rack must be capable of handling 840 Kg of weight or more.

\* Bidders offering must also comply with the additional specification parameters mentioned above.

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	1	60

#### RESIDENT ENGINEER ( 3 year )

(Minimum 50% Local content required for MII compliance)

Brand Type	Unbranded
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#### Technical Specifications

Buyer Specification Document	<a href="#">Download</a>
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#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Ravindran Thiagarajan	201301,DGH, OIDB BHAWAN, SECTOR-73, NOIDA	3	60

#### Special terms and conditions-Version:1 effective from 16-04-2021 for category Networking/Server Rack

1.

#### Buyer Added Bid Specific Additional Terms and Conditions

- Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods
- 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% 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 percentage of 100% of total value.



3. Preference to Make In India products (For bids less than 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.
4. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
5. 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.
6. Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of Directorate General of Hydrocarbons payable at New Delhi. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.
7. Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)
8. 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.
9. Buyer Added Bid Specific Additional Terms and Conditions

#### **A. INTRODUCTION**

Directorate General of Hydrocarbons (DGH) is an upstream advisory & technical arm under Administrative control of the Ministry of Petroleum & Natural Gas to promote sound management of the Indian petroleum and natural gas resources. Its Office is located at Tower A, OIDB Bhawan, Sector - 73, Noida (UP).

Directorate General of Hydrocarbons (DGH) has been assigned responsibility to host a comprehensive monitoring solution for resolution of issues and mitigating delay in clearances in line with the format of Project PRAGATI being used by PMO. To achieve the intended objective as above, a comprehensive monitoring solution, including a Multi-Point Video Conferencing solution and web-based solution to be hosted on NIC Cloud id proposed to be implemented on priority. The web-based platform, to be termed as "Petro Pragati" will be used at topmost levels of Hon'ble Minister, MoP&NG, Secretary, MoP&NG & Empowered Cabinet Committee besides being used by DG/ADG at DGH.

#### **B. SINGLE POINT RESPONSIBILITY FOR EXECUTION OF ENTIRE PROJECT**

Through the MCU and Video Conferencing Solution envisaged in this tender, DGH desires to present a superior online collaborative experience to the users during VC Sessions, Web Meetings and during local presentations inside a Conference Hall. To fix single point responsibility, complete project will be awarded to same bidder. The winning bidder will have to take single point responsibility on turnkey basis to execute the entire scope of work comprising of Supply, Installation, Testing, Commissioning & Maintenance of the audio-visual equipment along with associated control systems as per DGH's requirement & technical specifications mentioned in this tender. The solution must include package of fully integrated solution including the complete hardware, software, networking, audio visual, conferencing & control systems.

#### **C. FUNCTIONAL REQUIREMENT & BIDDER'S RESPONSIBILITIES**

- 1) The vendor is required to supply complete MCU based Video Conferencing solution as per BOQ and attached specifications.
- 2) The vendor will be responsible for installation and commissioning of the supplied Hardware and making them fully operational to achieve the following:
  - a) The supplied VC equipment should have capability to show VC output on the existing TV / display devices in Full-HD mode. Presentation can be presented in HD/VGA mode from any of the presentation points and which needs to be integrated as content share in VC. Vendor should ensure Integration of supplied VC equipment's with existing equipment's like TV display and presentation point etc.
- 3) The supplied VC equipment should have capability to show VC output on the existing TV / display devices in Full-HD mode. Presentation can be presented in HD/VGA mode from any of the presentation points and which needs to be integrated as content share in VC. Vendor should ensure Integration of supplied VC equipment's with existing equipment's like TV display and presentation point etc.
- 4) The Installation of MCU based Video Conferencing Solution consist of Installation, Configuration and Commissioning of MCU, Gatekeeper, Firewall traversal Device, management Server, Browser based Video Conferencing Solution and Recording and Streaming Solution.
- 5) The Complete MCU based Video Conferencing Solution including MCU, Gatekeeper, Management Server, Firewall Traversal, Recording & Streaming and Browser based VC is to be installed DGH, Noida.
- 6) The complete MCU based Video Conferencing solution is also required to be integrated with existing Video Conferencing devices available with DGH.
  - a) Polycom Real Presence Group Series
  - b) Polycom HDX Series
- 7) The vendor is required to provide and configure all software up gradations or firmware updates from time to time. All system software will be licensed to DGH. as per terms of licenses. All updates for the license software should be provided as per terms of licenses.
- 8) Fine tune the VC Infrastructure to join Video Conferencing over Intranet and internet.
- 9) Submission of following manuals after installation and configuration:
  - a) Configuration Document
  - b) Administration Manual for L3 support
  - c) User Manual
- 10) The overall system shall be handed over to the satisfaction of the purchaser after successful User Acceptance Test (UAT) as per terms of the contract.
- 11) The installation, configuration and implementation of the MCU based Video Conferencing infrastructure should be done by the OEM directly.
- 12) The OEM engineer carrying out the configuration and implementation should carry an identity card to show that he/she is an employee of the OEM.
- 13) The vendor has to ensure complete end to end functionality of Multipoint Conferencing Unit through VC connectivity with internal users, external users and mobile users. The vendor has to demonstrate all the functionalities and features of MCU based VC solution as per requirements mentioned in specifications and scope of work.
- 14) The Vendor will prepare and submit the Installation Report mentioning complete details of MCU and other Equipment's including serial no. after completion of work.
- 15) All jobs, whether mentioned explicitly in this tender document or not, but required during installation shall be the total responsibility of the successful bidder.
- 16) Any other items (Equipment, Hardware / Software or licenses) required to make system fully operational, not specifically mentioned in BOQ will also be in the scope of the bidder.

#### **D. PRE QUALIFICATION CRITERIA**

The following Criteria should be met by the Vendor, failing which the bid shall not be accepted:

- 1) The bidder, during last Three years, must have successfully carried out and completed three similar work.
- 2) The bidder should not have been banned from participating in tenders or on holiday list / black list at the time of bidding by any of the Government of India Institute / State Government organization / Public Sector organization.
- 3) The bidder should be an authorized partner and system integrator of OEM. The bidder should submit valid authorization certificate from the OEM along with the bid to participate in this tender.
- 4) The Bidder must have own office in NCR (Gurgaon/ Delhi/ Noida/ Faridabad/ Ghaziabad) for sale and support. Bidder has to provide the complete address along with telephone number. Bidder must provide list of service/support engineer working in that office. Details of experience of service and support engineer handling similar nature of jobs as defined in tender documents to be provided.

#### **E. TECHNICAL SPECIFICATIONS**

The products to be supplied must meet the minimum specifications mentioned in the bid document. However, it will be the responsibility of the bidder to quote products with higher specifications, if required, to deliver a glitch free experience for the intended integrated solution during commissioning. Also, the bidder will be required to provide free of cost & install all such items/ products that are not explicitly mentioned in the tender/ quoted by the bidder, but are essential to deliver integrated solutions as per requirement. These will include items that are discovered necessary at the time of commissioning of the solution.

#### **F. SPECIAL TERMS AND CONDITIONS**

The following are the Special Terms and Conditions for the proposed job:

- 1) The specifications for devices are indicative of minimum requirement. Better specifications /models shall also be considered. The offer must contain detailed technical specifications, technical literature/brochures of the make and model offered.
- 2) The vendor shall submit all the necessary documents/brochures etc. for the quoted equipment along with the offer. All internet documents shall be treated as valid.
- 3) The devices shall be under comprehensive on-site warranty for a period of 3 (Three) years from the date of installation. Bidders shall submit the proof of same from OEM along with installation report.
- 4) The bidder is required to provide Software upgradations from time to time. All system software will be licensed to Directorate General of Hydrocarbons as per terms of licenses. All updates for the license software should be provided as per terms of licenses.
- 5) The offer must clearly comply and confirm (Yes/No) against each and every specification. The exact specification offered must also be specified clearly.
- 6) During warranty period, the successful bidder will be responsible for smooth running of device and will take corrective action whenever required.
- 7) The vendor will guarantee that all the material to be supplied is brand new, original including all components.
- 8) Maintenance (during Warranty Period): - Breakdown Maintenance: In case of any breakdown the vendor shall be intimated by fax, e-Mail or phone.
- 9) The successful bidder may be asked to relocate the installed device to another place and reconfigure within the Server Room of the respective location. The job is to be carried out with no additional charges to Directorate General of Hydrocarbons.
- 10) Any additional hardware/license/cables etc. required to implement the solution, vendor should provide the same without any extra cost to Directorate General of Hydrocarbons.
- 11) Supply, installation, commissioning and testing of IT hardware/ materials/ complete solution (mentioned

in the bid document) should be completed within **60 days from the date of award of contract**

- 12) Payment will be made within 15 days after successful supply, installation and commissioning/ testing of the complete solution and on submission of invoice and requisite certificate/ documents.

#### **For Resident Engineer**

- 13) Payment - Payment for Resident Engineer cost will be made after each completed quarter on the basis of Invoice submitted and Preventive Maintenance Report by Vendor. Penalty deductions if any for that quarter shall be deducted from the payment of said quarter.
- 14) The normal working hours for resident engineer will be Monday to Friday from 09:30 hrs. to 18:00 hrs. In case of urgent requirement, the resident engineer shall render the services beyond the normal working hours/working days without any extra charges.
- 15) Continuous manning of Resident Engineer has to be ensured i.e. posting of another engineer in case the incumbent engineer is on leave, training, sickness etc. The engineer shall strictly follow the DGH holiday calendar. In case of leave of Resident Engineer, prior approval of DGH is mandatory. However in case of absence/leave without any reliever penalty will be imposed as per 1.5 times per day cost of support Engineer and the same will be deducted from the ensuing quarterly bill against charges for Resident Engineer.
- 16) The Maintenance / repair work shall be carried-out, as & when required/advised, through Skilled/trained/Experienced technician only. Technician must carry Mobile Phone all the time for smooth communication. Repairs / Maintenance works shall be carried out normally during working days; however in exigencies, as directed by Directorate General of Hydrocarbons, work may be required to be attended during odd hours/ holidays/ off-days at no extra cost. The Site shall be cleared / cleaned after the execution of work.
- 17) The Resident Engineer may be required to do IT Support job in addition to the Upkeep and maintenance of Offered VC and MCU setup.
- 18) The Contractor shall be prepared to provide the service odd hours/ holidays/ off-days, if so directed by the Engineer-in-Charge. No claim for any compensation or extra payment, whatsoever on this account, shall be entertained.
- 19) The Contractor would ensure that deputed Engineer by him do behave courteously and decently with the employees of the Directorate General of Hydrocarbons and also ensure good manners.
- 20) The Contractor shall ensure the Safety and Insurance of deputed Engineer attending the Repair / Maintenance job at site.
- 21) All the Preventive Maintenance on Bidder part has to be happen on working days or off-days i.e. preferably on Monday to Saturday with prior approval of DGH. In case of emergency maintenance on other days, work can be carried out only with special approval of DGH. Downtime for Pre-approved preventive maintenance jobs shall not be considered for calculation of downtime.

## **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 specification 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.

[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---**