

### Bid Document

Bid Details	
Bid End Date/Time	03-11-2020 15:00:00
Bid Opening Date/Time	03-11-2020 15:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	65 (Days)
Ministry/State Name	Ministry Of Human Resource Development
Department Name	Department Of Higher Education
Organisation Name	Indian Institute Of Technology (iit)
Office Name	Indore
Total Quantity	17
Item Category	Server , Wireless Access Point
Bidder Turnover (Last 3 Years)	6 Lakh (s)
OEM Average Turnover (Last 3 Years)	54 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,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Past Performance	80 %
Bid to RA enabled	No
Primary product category	Server
Inspection Required	No

#### EMD Detail

Advisory Bank	State Bank of India
EMD Percentage(%)	2.50
EMD Amount	33990

#### ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	5.00
Duration of ePBG required (Months).	38

(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:**

Registrar IIT INDORE

Indore, Department of Higher Education, Indian Institute of Technology (IIT), Ministry of Human Resource Development (Registrar)

**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 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.

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.

3. 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.

**Server ( 1 pieces )**

**Technical Specifications**

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

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
Chassis	Form Factor	Rack	*
	Size (RU)	2	*
Processor	Processor Architecture	CISC(X86)	*
	<b>Processor Make</b>	Intel	Intel, AMD, IBM Power, SPARC
	<b>Number of Cores per Processor</b>	20	*
	<b>Processor Base Frequency (GHz)</b>	2.1	*
	Processor Turbo Frequency (GHz)	3.9	*

	<b>Total Cache (L1+L2+L3)(MB)</b>	27.5	4 - 256
	Processor Description/ Number	Intel Xeon Gold 6230	*
Motherboard	Chipset compatible with CPU	Intel C621	*
	Expansion Slots Gen 3 (PCIe x1)	0	*
	Expansion Slots Gen 3 (PCIe x4)	2	*
	Expansion Slots Gen 3 (PCIe x8)	2	*
	Expansion Slots Gen 3 (PCIe x16)	1	*
	<b>Maximum number of Sockets available on Server</b>	2	*
	<b>Maximum number of Sockets populated with Processors available on Server</b>	2	*
Co Processor / GPU	<b>Availability of Co Processor /GPU</b>	No	Yes, No Or higher
	If Yes, Maximum Number of Slots available for Co-Processor/GPU	0	*
	If Yes, Maximum Number of slots populated with Co processor/GPU	0	*
	If Yes, Co Processor /GPU Description	NA	*
Memory	<b>Type of RAM</b>	DDR4 SDRAM with ECC	DDR4 SDRAM with ECC, DDR4 NVRAM (Persistent Memory)
	Total Number of DIMM Slots available	16	*
	Number of DIMM Slots populated with DDR SDRAM	8	*
	Number of DIMM Slots populated with DDR NVRAM	0	*
	<b>DDR SDRAM Size(GB)</b>	256	0 - 6144
	<b>DDR NVRAM Size (GB)</b>	0	0 - 1600
	DDR SDRAM upgradable upto using spare DIMM Slots (GB)	256	*
	DDR NVRAM upgradable upto using spare DIMM Slots (GB)	0	*
SSD Storage	<b>Type of Interface for SSD</b>	NA	SATA, SAS, NVMe, M.2/mSATA, M.2/NVMe, NA

	Type of SATA SSD	NA	*
	SATA SSD Hot Swappable	NA	*
	Endurance for SATA SSD (DWPD - Drive Writes Per Day) (X)	0	*
	Total Number of Slots available for SATA SSD	0	*
	Number of Slot Populated with SATA SSD	0	*
	Capacity offered per SATA SSD (GB)	0	*
	<b>Total Capacity Offered with SATA SSD (GB)</b>	0	Any applicable numeric value
	Type of SAS SSD	NA	*
	SAS SSD Hot Swappable	NA	*
	Endurance for SAS SSD (DWPD - Drive Writes Per Day) (X)	0	*
	Total Number of Slots available for SAS SSD	0	*
	Number of Slots populated with SAS SSD	0	*
	Capacity Offered per SAS SSD (GB)	0	*
	<b>Total Capacity Offered with SAS SSD (GB)</b>	0	Any applicable numeric value
	Type of NVMe SSD	NA	*
	NVMe SSD Hot Swappable	NA	*
	Endurance for NVMe SSD (DWPD - Drive Writes Per Day) (X)	0	*
	Total Number of Slots available for NVMe SSD	0	*
	Number of Slots populated with NVMe SSD	0	*
	Capacity Offered per NVMe SSD (GB)	0	*
	<b>Total Capacity Offered with NVMe SSD (GB)</b>	0	Any applicable numeric value
HDD Storage	<b>Type of Interface for Hard Disk Drive</b>	SAS	SATA, SAS, NL SAS, NA
	Total number of Slots available for SATA Drive	0	*
	Number of Slots populated with SATA Drive	0	*

	Capacity offered per SATA Drive (GB)	0	*
	SATA drive speed (hot plug or better) (RPM)	NA	*
	<b>Total Storage Capacity offered with SATA Drive (GB)</b>	0	Any applicable numeric value
	Total number of slots available for SAS drive	12	*
	Number of Slots populated with SAS Drive	8	*
	Capacity offered per SAS Drive (GB)	1800	*
	SAS drive Speed (Hot plug or better) (RPM)	10K	*
	<b>Total Storage Capacity offered with SAS Drive (GB)</b>	144000	Any applicable numeric value
	Total number of slots available for NL SAS drive	0	*
	Number of Slots populated with NL SAS Drive	0	*
	Capacity offered per NL SAS Drive	0	*
	NL SAS drive speed (hot plug or better) (RPM)	NA	*
	<b>Total Storage Capacity offered with NL SAS Drive (GB)</b>	0	Any applicable numeric value
RAID	RAID level	5	*
	<b>No of RAID Controller Ports</b>	8	2, 3, 4, 5, 6, 7, 8, 0 Or higher
	<b>Speed of RAID Controller Ports (Gbps)</b>	12	6, 12 Or higher
	RAID Controller Cache (GB)	2	*
Ports & Interfaces	Network Card Supported	1G,10G	*
	<b>Number of Networking Interface Cards (LAN)</b>	2	2, 3, 4, 5, 6, 7, 8, 1 Or higher
	Whether Network Interface Card Embedded	Yes	*
	<b>Total Number of Ethernet Ports required in Server</b>	2x1G	*
	Networking Interface Card Features	Asset Feature Tracking,Security Management,Remote Wake up	*

Server Network Ports should Support SR-IOV Feature	No	*
Server network ports should support DPDK and it should deliver zero packet loss as per RFC 2544 and deliver 100% line rate for all the packet sizes over 64 Bytes, Vendor to submit latest DPDK test report for the same	No	*
<b>Number of Single port FC HBA card</b>	0	0, 1, 2, 3, 4 Or higher
<b>Number of Dual port FC HBA card</b>	0	0, 1, 2, 3, 4 Or higher
<b>Number of Quad port FC HBA card</b>	0	0, 1, 2, 3, 4 Or higher
<b>FC HBA Speed (Gbps)</b>	NA	8, 16, 32, NA Or higher
vHBA Card Features Supported	No	*
<b>Number of Converged Network Adaptor (CNA)</b>	0	0, 1, 2, 3, 4 Or higher
<b>Number of Ports per CNA card</b>	NA	Dual Port, Quad Port, NA Or higher
<b>CNA Port Speed (Gbps)</b>	0	10, 25, 40, 50, 100, 200, 0 Or higher
<b>Length of LC-LC Cable per SFP+ Port (meter)</b>	0	5, 10, 15, 0 Or higher
<b>Length of LC-LC Cable per HBA Port (meter)</b>	0	5, 10, 15, 0 Or higher
<b>Length of LC-LC Cable per CNA Port (meter)</b>	0	5, 10, 15, 0 Or higher
Length of Twinax Breakout Cables per Port (meter)	0	*
Video Controller (support VGA or above resolution)	Yes	*
Keyboard Port	No	*
Mouse Port	No	*
DVD ROM (Internal/Exrternal)	No	*
USB Ports (version 2point0/3point0)	3	*
Total number of Spare Bays Available for Future Upgradation (Internal)	2	*
Total number of Spare Bays Available for Future Upgradation (Hot Plugable)	0	*

Certifications	<b>Certifications/Compliance (OS)</b>	Windows,Red Hat Linux,Suse Linux,Ubuntu,Cent OS	Windows, Red Hat Linux, Suse Linux, Ubuntu, Cent OS, Debian, AIX
	Certification/Compliance (Virtualization/Cloud Platform)	VM ware,HyperV,Red Hat Virtualization	*
Features	<b>Management Features-1</b>	Remoter power On/ Shutdown of server,,Remote Management of Server over LAN & WAN with SSL encryption through gigabit management port,,Should have virtual Media support with all required licenses.,Remote KVM,Server Health Logging,Out of Band Management	Remoter power On/ Shutdown of server,, Remote Management of Server over LAN & WAN with SSL encryption through gigabit management port,, Should have virtual Media support with all required licenses., Remote KVM, Server Health Logging, Out of Band Management
	Management Features-2	Management of multiple Servers from single console with single source of truth for multiple sites.,Automated infrastructure management for patch upgrades, version upgrades ,etc.,Simplified management with analytics driven actionable intelligence.,System tagging giving admin flexibility to provide metadata tags to each System to enable users to filter and sort systems based on user-assigned attributes,Hardware Profile based deployment to multiple Servers simultaneously,Policy template for deployment of single policy to multiple Servers simultaneously,Platfrom inventory and helath status,Server utilization statistics collection (including firmware updates and diagnostic tools),Should provide an alert in case the system is not part of OEM hardware complatibilty test,Solution should be open and programmable providing Rest API, SDK for programming lanugaes like Python , power shell scripts etc.,Should have customizable dashboard to show overall faults/health/inventory for all managed infrastructure the solution should provide option to create unique dashboards for individual users.the user should be flexibility to select name for dshasboards and widgets	*

		(viz. health, utilization etc),Single pane of glass for auto Provisioning across Multi vendor & multi hypervisor platform,Self service portal deployment for automated provisioning,Real-time out-of-band hardware performance monitoring & alerting	
	<b>Security Features-1</b>	Secure Boot(Firmware and Bios Level Security),Provision to lock the system on breach,Hardware root of trust/Dual Root of Trust,Server should provide policy based security,Server should provide server intrusion detection,	Secure Boot(Firmware and Bios Level Security), Provision to lock the system on breach, Hardware root of trust/Dual Root of Trust, Server should provide policy based security, Server should provide server intrusion detection,, "Malicious Code Free design" (to be certified by OEM)
	Security Features-2	Provision for Cryptographic firmware updates,Capability to stop execution of Application/Hypervisor/ Operating System on predefined security breach,Secure /Automatic BIOS recovery,Network Card secure firmware boot,In case of any security breach system should provide the lock down feature	*
	Server scalability to be achieved within the box & without adding nodes	Yes	*
	support for high availability clustering and virtualization	Yes	*
Generic	Redundant Power Supply	Yes	*
	Hot Swappable (Redundant Power Supply)	Yes	*
	<b>Power Supply Efficiency</b>	Platinum	Gold, Platinum, Titanium Or higher
	Redundant Fan	Yes	*
	Hot Swappable (Redundant Fan)	No	*
	Server Main Supply	230 +/- 10%Vac	*
Benchmark	<b>SPEC int_rate_base 2017 for the product (must be available on SPEC dot ORG before evaluation)</b>	220	Any applicable numeric value
	<b>SPEC fp_rate_2017 for the product (must be available on SPEC dot ORG before</b>	207	Any applicable numeric value



	<b>evaluation)</b>		
	SPEC int_speed_base 2017 for the product (must be available on SPEC dot ORG before evaluation)	0	*
	SPEC fp_speed_2017 for the product (must be available on SPEC dot ORG before evaluation)	0	*
Miscellaneous	Maximum power consumption of the system (Watts)	750	*
	BIS Registration under CRS of MeitY	Yes	*
	BIS Registration Number Under CRS of MeitY and its validity	-	*
	Other Certifications Available	UL,FCC	*
	RoHS Compliance	Yes	*
	Availability of the type test report from Central Government / NABL / ILAC accredited laboratory covering verification of all features & functional parameters & environmental tests sequence	No	*
	a) Dry heat:test - for 16 hrs at 45 deg C as per IS: 9000/pt-3/sec-5/1977 b) Cold test - for 4 hrs at 0 deg C as per IS: 9000/pt-2/sec-4/1977 c) Damp Heat Cyclic Test - for 2 cycles of 24 hrs at 40 deg C & 95% RH as per IS: 9000/pt-5/sec-1/1981	NA	*
	The server has been checked for all the parameters before conditioning, After completion of the environmental tests sequence, with a recovery period of 1 to 2 hrs, the server found to be functional	NA	*
	Test Report Number & date	-	*
	Name & Address of Lab	-	*
Scope of Supply	Installation and Commissioning shall be included in the scope of supply	Yes	*
Warranty	<b>On Site OEM</b>	3	1, 2, 3, 4, 5, 7 Or higher

<b>Warranty (Year)</b>
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\* 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.

### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Swapnil Sonp	453552,IIT Indore, Khandwa Road, Simrol, Indore	1	30

### Wireless Access Point ( 16 pieces )

#### Technical Specifications

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

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
Specification	<b>Type of Access Point</b>	Stand alone	Stand alone
	<b>Deployment</b>	Indoor	Indoor
	Mounting	Wall	*
	Antenna Type	Internal	*
	Number Of Radios	Dual	*
	Frequency Band	2.4 GHz,5.0 GHz,2.4 GHz & 5.0 GHz	*
	Supported Wi-fi Standards	802.11a,802.11b/g,802.11 b/g/n,802.11ac,802.11 a/b/g/n/ac	*
	<b>Wireless Speed Up to (Mbps)</b>	867	867
	<b>Max Wireless Signal Range in Mts</b>	90	90
	Channel Width (MHz)	20	*
	Maximum Data Rate MBps	867	*
	<b>Supported Encryption</b>	WEP,WPA-PSK,WPA-TKIP,WPA2 AES,802.11i,EAP-TLS.,WEP,WPA-PSK,WPA-TKIP	WEP, WPA-PSK, WPA-TKIP, WPA2 AES, 802.11i, EAP-TLS., WPA AES
	Dedicated Console Port	Not Available	*
	Receiver Sensitivity in db	-96	*
	Transmit power (tx)(dBm)	20	*
Radio Resource Management such for power channel,coverage hole detection and performance optimization	Not Available	*	

Support for Load Balancing between 2-4 Ghz and 5 Ghz	Available	*
Support for Configurable Carrier Threshold	Available	*
Device Management	Web-based Configuration Interface (GUI)	*
Support for Mesh Networking	Available	*
Support for QoS for Voice over Wireless	Available	*
Support for MU-MIMO	Not Available	*
Number of MIMO supported & Spatial Streams	2 x 2 :2	*
Number of WLAN (SSID) per AP	4	*
Maximum clients Nos	80	*
Support for Autonomous access-point option	Available	*
USB Ports	Not Available	*
Number of 10/100/1000 port	1	*
mGig support	Not Available	*
Fiber port (in case of outdoor AP)	Not Available	*
Support for Bluetooth Low Energy (BLE) support on AP	Not Available	*
Support for Beam forming	Available	*
Operate as a sensor for wireless IPS	Available	*
Support for QoS and Video Call Admission Control capabilities	Available	*
Support for Rogue access point detection	Not Available	*
Support for Wireless Intrusion Protection System	Available	*
WPC certified	Yes	*
Wi-Fi CERTIFIED	Yes	*
Support non-Wi-Fi detection for off-channel rogues and Containment for both radio while serving the client simultaneously	Not Available	*
Powering options (Such as AC/DC, 802/3af PoE, 802/3at PoE+), specify	AC/DC With With Power Addopter,802.3af PoE,802.3at PoE+	*
Power POE (Watt)	20	*

Environmental Standard : plenum-rated (UL2043) for Indoor and IP67 for Outdoor	Yes	*
Operating Temperature Range (Degree C)	-	*
Operating Humidity (%RH)	-	*
Dimension (mm x mm x mm)	-	*
Weight (grams)	-	*
<b>On Site OEM Warranty (Years)</b>	1	1

\* 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.

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Swapnil Sonp	453552,IIT Indore, Khandwa Road, Simrol, Indore	16	30

#### Bid Specific Additional Terms and Conditions

- 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.
- End User Certificate:** Wherever Bidders are insisting for End User Certificate from the Buyer, same shall be provided in Buyer's standard format only.
- 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.
- 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.
- Bidders shall quote only those products in the bid which are not obsolete in the market and has at least 1 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.
- 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.
- IT equipment shall be IPv6 ready from day one.

#### 8.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 :-

- Inhibit the desires and designed function of the equipment.
- Cause physical damage to the user or equipment during the exploitation.
- 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.

- Loading and Unloading at yard will be under the scope of the supplier.
- The successful bidder has to supply all essential accessories required for the successful installation and commissioning of the goods supplied. Besides standard accessories as per normal industry practice, following accessories must be part of supply and cost should be included in bid price: All Required Accessories e.g. Rail

Kits etc.

- 11.1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.
12. 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.
13. Bidders can also submit the EMD with Account Payee Demand Draft in favour of Registrar IIT Indore payable at INDORE.  
Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
14. Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name Registrar IIT Indore Account No. 36948979864 IFSC Code SBIN0030524 Bank Name SBI Branch address SIMROL BRANCH.  
Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.
15. 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 Registrar IIT INDORE payable at INDORE. 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.
16. Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name Registrar IIT Indore Account No. 36948979864 IFSC Code SBIN0030524 Bank Name SBI Branch address SIMROL BRANCH. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.
17. **NET WORTH:** Net Worth of the OEM should be positive as per the last audited financial statement.
18. 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)
19. 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.
20. ISO 9001: The bidder must have ISO 9001 certification.
21. The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.
22. To be eligible for award of contract, Bidder / OEM must possess following Certificates / Test Reports on the date of bid opening (to be uploaded with bid): MAF, ISO, BIS.
23. 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.
24. 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.
25. 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.
26. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
27. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
28. 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.

29. 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

[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---**