

**e-Tender
for
Supply, Installation, Configurations,
Testing & Commissioning
of
Video Conferencing Equipment**



Citizen Resource Information Department (CRID), Govt. of Haryana

**Office: 4th Floor, SCO 109-110, Sec 17-B, Chandigarh, 160017
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e-Tender/CRID/TDS/VC/2025-26

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E -Tender ID: 2025_HRY_455996

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INTRODUCTION

CRID stands for Citizen Resource Information Department, Government of Haryana. As per the mandate, CRID is procuring various types of VC Equipment's for all Distt. Secretariats and Haryana Civil Secretariat, Sector-1, Chandigarh and New Haryana Civil Secretariat, Sector-17, Chandigarh. As a part of the procurement process, CRID invites e-Tenders for supply, installation, configurations, testing & commissioning of VC Equipment for all Distt. Secretariats and Haryana Civil Secretariat, Sector-1, Chandigarh and New Haryana Civil Secretariat, Sector-17, Chandigarh as per the terms and conditions specified in this tender document.

SECTION 1
IMPORTANT INFORMATION

1. IMPORTANT INFORMATION

1.	Tender Inviting Authority Designation and Address	Special Secretary (IT) & Treasurer, Citizen Resource Information Department (CRID), Govt. of Haryana Office:- SCO 109-110 Sector 17 B, Chandigarh. 160017				
2.	Name of the Work	e-Tenders for Supply, Installation, Configurations, Testing & Commissioning of VC Equipment for all Distt. Secretariats and Haryana Civil Secretariat, Sector-1, Chandigarh and New Haryana Civil Secretariat, Sector-17, Chandigarh				
	Tender reference	e-Tender/CRID/TDS/VC/2025-26				
	e-Tender ID	2025_HRY_455996				
	Place of Execution	All over Haryana, including Delhi NCR and Chandigarh				
3.	Tender document availability	Tender Notice & Tender Document is available at https://etenders.hry.nic.in from 04.07.2025 from 09:00 AM onwards				
	Approximate tender value	₹6.00 Crores				
	Processing Fee for Tender	The bidder shall pay Non-refundable tender document fee & eService fees through Online Mode (Available on NIC Procurement Portal). Scanned copy of Online Payment Receipt should be uploaded along with technical bid. The details of the payment to be paid are given as under: -				
		S#	Descriptions	Amount	GST @18%	Total
		1.	Tender document fee	10,000.00	1,180.00	11,800.00
		2.	eService Fee	1,000.00	180.00	1,180.00
					Total	12,980.00
	Earnest Money Deposit (EMD)	The Payment for EMD (refundable) of Rs.10,00,000/- (Rupees Ten Lacs only) can be made by eligible bidders through Online Mode Available on NIC Procurement Portal). Scanned copy of Online Payment Receipt should be uploaded along with technical bid.				
4.	Starting date of Tender	04-07-2025 from 09:00AM				
5.	Last date and time for submission of e-Tender	25 -07-2025 at 04:00PM				
6.	Last Date for receipt of Queries for Pre-bid Conference	Date & Time: 10.07.2025, 3:00:00 PM Email Id :				
7.	Pre-bid Conference Date & Time (tentative)	Date & Time: 11.07.2025, 11:00:00 AM VC Link: Friday, July 11 · 11:00am - 12:00pm Google Meet joining info Video call link: https://meet.google.com/zrj-wrjf-wcs				
8.	Last date for submission of hard copy of the technical bid to CRID.	29 -07-2025 at 04:00PM (Hard Copy of Technical bid with proper binding and indexing as uploaded on e-procurement portal by the respective bidder must be submitted by bidder in the O/o Additional Chief Information Technology Officer (ACITO), CRID, 4th Floor, SCO 109-110, Sec 17-B, Chandigarh, 160017				
9.	Date and Time of Opening of Technical Bids	01 -08-2025				
10.	Date and Time of Opening of Commercial Bids	To be intimated later on				
i. Eligibility Criteria: Please refer to the Section 2 of the Tender Document.						
ii. Two Bid System i.e. Stage-1 Prequalification cum Technical Bid; Stage-2 Commercial Bid.						
iii. Tenders received after due date and time will be summarily rejected.						
iv. Any Bid not conforming to the format will be summarily rejected.						

Note: Bidders are advised to visit the e-procurement portal i.e. <https://etenders.hry.nic.in> of Haryana

Govt. on regular basis for updates/corrigendum issued by CRID related to the tender.

SECTION 2
INSTRUCTION TO BIDDERS ON ELECTRONIC TENDERING SYSTEM

2. INSTRUCTIONS TO BIDDER ON ELECTRONIC TENDERING SYSTEM

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as e-Mudhra CA/GNFC/IDRBT/MtnTrustline/SafeScripT/TCS.
 2. Bidder then logs into the portal giving user id / password chosen during enrollment.
 3. The e-token that is registered should be used by the bidder and should not be misused by others.
 4. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
 5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
 6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid will be rejected.
 7. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
 8. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
 9. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
 10. Bidder should arrange for the EMD as specified in the tender. The original should be posted/ couriered/ given in person to the Tender Inviting Authority, within the bid submission date and time for the tender, as applicable to e-Tenders.
 11. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids.
 12. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
 13. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
 14. It is important to note that, the bidder has to click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes
 15. In case of Offline payments, the details of the Earnest Money Deposit(EMD) document
-

submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected

16. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
17. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
18. At the time of freezing the bid, the eProcurement system will give a successful bid Updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
19. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
20. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
21. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected
22. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST), which is GMT+5:30. The bidders should adhere to this time during bid submission.
23. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
24. During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer (SSL) with 256-bit encryption technology. Data encryption of sensitive fields is also done.
25. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time **(as per Server System Clock)**.
26. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

SECTION 3
SCOPE OF WORK

3. SCOPE OF WORK

- 3.1. Citizen Resource Information Department (CRID), Govt. of Haryana invites e-Bids from the manufacturers/ their authorized firms for Supply, Installation, Configurations, Testing & Commissioning of VC Equipment's as per the minimum technical specifications and other terms and conditions mentioned in this Tender document. The warranty for VC Equipment will be five years from the date of installation/acceptance.

S#	Item Descriptions	Qty.
1.	MCU (1+1 HA Mode)	01
2.	CODEC	28
3.	CAMERA	28
4.	MIC	28
5.	REMOTE	28

*HA mode: High Availability Mode

- 3.2. **Delivery Schedule:** - within 12 weeks from the date of placement of Purchase order.
- 3.3. **Installation:** - within 08 weeks of delivery of ordered material or as per directions of nodal officer at site.
- 3.4. Based on any urgent requirement of Government Department, Delivery Schedule may be reduced by CRID after the discussions and concurrence from the Successful Bidders.
- 3.5. The Customer is responsible for the site preparation before the scheduled installation dates.
- 3.6. The Successful Bidder is responsible for all unpacking and installations. The Successful Bidder will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the VC Devices at all the installation sites.
- 3.7. The supply & installation of ordered items along with necessary operational and user manuals / drawings, circuit diagram, if any etc., shall be made available. The Successful Bidder shall be responsible for commissioning of the items supplied by preparing interfacing / integrating with purchaser's equipment / accessories / supplied by other vendors.
- 3.8. After successful Installation, commissioning and handing over of the ordered items to the consignees the Successful Bidder must obtain signed installation certificate in the Installation Certificate Format (Format will be provided to the Successful Bidder along with the Letter of Acceptance) duly certified by the respective consignee on the installed items.
- 3.9. The Successful Bidder shall send status report in the format prescribed in such intervals as may be required by CRID from time to time till the execution of the entire order. Status Report Format will be provided to the Successful Bidder along with the Letter of Acceptance.
- 3.10. The Successful Bidder shall arrange inspection (if required) as per specified date, time & venue, whenever specified.

SECTION 4
ELIGIBILITY CRITERIA

4. ELIGIBILITY CRITERIA

1. This RFP is open to all firms/companies within India, who are eligible to do business in India under relevant Indian laws as in force at the time of bidding.
2. Firm/company declared by GoH to be ineligible to participate for corrupt, fraudulent or any other unethical business practices shall not be eligible during the period for which such ineligibility is declared.
3. In case the entity is a defaulter in paying any dues to any of the Government Departments, the entity is not eligible for the tender. The bidder should submit affidavit as placed at Annexure- 13 in the technical bid.
4. Breach of any of the conditions of this tender document, work order, arrangement, contract with GoH may attract a proceeding to declare a firm/company ineligible for a certain period or certain number of consecutive tender calls at the option of CRID.
5. The concessions/benefits to MSMEs, MSEs & MEs will be as per Haryana State Govt. Notification no. 2/2/2016-4I-BII dated 13.08.2021 and amendment thereof if any.
6. The concession/benefit to the Start-ups are as per the policy issued by Govt. of Haryana, Department of Industries & Commerce vide No. 2/2/2016-4IB-II dated 03.01.2019.
7. The restriction in public Procurement from bidders/OEM of certain countries will be as per Haryana State Public Procurement Policy no. 02/09/2020-4IB-II dated 10.12.2020.
8. The concessions/benefits/preference to MII (Make in India) are as per Haryana State Public Procurement Policy for MII-2020 issued by Govt. of Haryana, Department of Industries & Commerce vide G.O. 02/08/2020-4IB-II dated 18.11.2020.
9. Any Bidder not meeting even one of the qualification criteria as mentioned below shall be summarily rejected. The Bidders shall enclose documentary evidence for fulfilling the Eligibility in the Technical Bid. If a bidder fails to enclose the documentary proof for eligibility, their bid will be summarily rejected.

4.1. Minimum Eligibility Criteria:

c	Clause	Documents Required
1.	Processing fee for Tender should be submitted.	The Payment for Tender Document Fee ₹10,000/- (Rupees Ten Thousand Only) i.e. (₹ 10,000/- + 18% GST) and ₹1,180/- eService Fee i.e. (₹1000+18% GST) can be made by eligible bidders through Online Mode at NIC Portal in favor of Citizen Resource Information Department (CRID), Govt. of Haryana. Scanned copy of Online Payment Receipt should be uploaded with technical e-bid.
2.	EMD should be submitted.	The Payment for EMD of ₹10,00,000/- (Rupees Ten Lacs only) can be made by eligible bidders through Online Mode at NIC Portal in favor of Citizen Resource Information Department (CRID), Govt. of Haryana. Scanned copy of Online Payment Receipt should be uploaded with technical e-bid.
3.	A) The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors of the Bidding Company to sign the Bid on their behalf.	A) A Certificate from the Company Secretary of the Bidder certifying that the Bid signatory is authorized by the Board of Directors of the Company to do so, with acceptance of board resolution, resolution number and date.
	Or	Or

c	Clause	Documents Required
	B) The Signatory signing the Bid should be duly authorized by the Bidding Company to sign the Bid on their behalf supported with The Power of Attorney duly attested by Company signatory	B) The Power of Attorney duly attested by Company signatory.
4.	<p>The bidder must be an OEM or their National Distributor. However, in case, OEM or their National distributors are not directly participating in the tender then the OEM can authorize any Indian firm/ dealer/ SI to participate in the tender.</p> <p>Bidder can also be a startup as defined by Govt. of Haryana, Industries & Commerce Department vide policy circular no. 2/2/2016-4I-BII dated 13.08.2021. The said policy circular is available on the website of DGS&D, Haryana i.e. http://dsndharyana.gov.in/en-us/Purchase/Rules-instruction-and-procedure/Instructions</p>	<p>Certificate / license of Manufacturing is required, in case bidder is an OEM. Certificate of dealership / authorization letter as per the Annexure-5 from OEM in case bidder is any National Distributor or Indian firm/dealer/SI etc.</p> <p>The OEM must be registered in India under the Indian Companies Act, 1956. (copy of Registration certificate must be submitted)</p> <p>In case of startups, the prior turnover and prior experience shall be applicable as defined by Govt. of Haryana, Industries & Commerce Department vide policy circular no. 2/2/2016-4I-BII dated 13.08.2021. The clause of OEM/authorized distributor / Dealer / agent shall not apply for startups as startups have to bid directly. (Only required for VC Equipment)</p>
5.	The bidder must be registered in India under the Indian Companies Act, 1956/ Partnership Act 1932 / sole proprietorship (with VAT & Service Tax registration) firm and should be in existence in India for at least the last 3 financial years, as on date of submission of bid.	The bidder shall provide the Certificate of Incorporation for Registered Companies, Partnership Deed for Partnership Firms / GST Registration Certificate for Sole Proprietorship Firms.
6.	<p>OEM Qualification Criteria</p> <p>The OEM should be in the manufacturing of offered products (or similar product line) for at least last 3 financial years</p> <p>(Only required for VC Equipment)</p>	<p>Copies of work orders proving at least 3 years of manufacturing by supplying Workorders or contracts, one each from any of the following Financial Years 2022-23, 2023-24, 2024-25, current FY/ before bid submission date.</p> <p>In case, OEM does not possess Workorder/contract for any of the above-mentioned FYs, Work Orders/contract of previous two years can also be shared i.e.2020-21, 2021-22 in order to prove OEM in manufacturing business.</p>
7.	The OEM should have executed orders of 100% of estimated tender value or supplied at least 100% of tender quantity of respective items in any 3 financial years out of last 5 financial years. The orders should be executed on behalf of States or Central Govt. / PSUs / Central or State Universities / Scheduled Banks/ TSP (Telecom Service Provider).	<p>Certified letter from the concerned Client(s) confirming the total amount, date of engagement and successful completion of order within the time stipulated in work order.</p> <p>i.e. 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 current FY/ till bid submission date.</p> <p>(Only required for VC Equipment)</p>
8.	Authorized distributors / dealer / agent etc., they should be in the business of VC/ Networking Equipment at least for the last 3 financial years	<p>Copies of work orders or contract proving at least 3 years, one each from any of the following Financial Years 2022-23, 2023-24, 2024-25, current FY/ before bid submission date.</p> <p>In case, bidder does not possess Workorders/ contracts</p>

c	Clause	Documents Required
		for any of the above-mentioned FYs, Work Orders/ contracts for the previous two years can also be shared i.e. 2020-21, 2021-22.
9.	The bidder average turnover during last 3 financial years should be at least 80% of estimated tender value.	Audited Balance sheet and Profit & Loss account statement / CA Certificate of the Bidder for any of the 3 out of the 4 financial years i.e. FY 2021-22, 2022-23, 2023-24, 2024-25.
10.	The bidder should have executed orders in the last 3 financial years. The orders should be executed on behalf of States or Central Govt. / PSUs / Central or State Universities / Scheduled Banks / TSP (Telecom Service Provider).	Three completed orders each costing not less than the amount equal to 40% of the estimated cost. Or Two completed orders each costing not less than the amount equal to 50% of the estimated cost. Or One completed order costing not less than the amount equal to 80% of the estimated cost. For 2022-23, 2023-24, 2024-25, current FY/ till bid submission date. (Work orders & completion reports for VC Equipment Projects)
11.	The bidder should have positive net worth (measured as paid up capital plus free reserves) in any 2 out of 4 financial years i.e. 2021-22, 2022-23, 2023-23, 2024-25	i) CA Certificate / Statutory Auditor Certificate of the Bidder confirming the net-worth and profit after Tax for any 2 out of 4 financial years i.e. 2021-22, 2022-23, 2023-23, 2024-25 ii) The net worth of the Bidder firm (manufacturer or principal of authorized representative) should not be negative and also should have not eroded by more than 30% (thirty percent) in the last three financial years.
12.	Should not have been black listed as on date of submission of Bid.	An Undertaking as per the Annexure-2 to be submitted by bidder.
13.	Service Center	There should be at least one OEM owned or authorized service centre in Chandigarh/ Panchkula/ Mohali (Tricity)/ Delhi NCR. In case, OEM is not having any service centre as above, a declaration is required in OEM letterhead to establish/open the same within 01 month of date of issuance of work order which will be operational through the period of warranty. (Annexure-8(b)).
14.	ISO Certification	ISO 9001:2015/2018 or latest Certificate issued in the name of Bidder & OEM and ISO 14001 Certificate issued in the name of OEM for handling of hazardous items in the manufacturing process. (Only required for VC Equipment)
15.	Product certification	As mentioned in the Technical Specification.
16.	Certifications / Compliance	The Bidder should have all necessary certifications permissions, consents, NOCs, approvals as required under law for carrying out its business. The Bidder should have currently valid GST No. and PAN No.
17.	No Dispute with Bidder or their OEM/Principal	At the time of submission of bids, there should be no dispute with the OEM/Bidder related to supply of any item placed by CRID. Bid of such OEM and their product/bidder will not be considered. (Annexure 13 & 14)
18.	The concessions/ Benefits are allowed to MSMEs as per Haryana State Public Procurement Policy for	The details of Haryana State Public Procurement Policy for MSMEs-2016 can be obtained from website of Directorate of Supplies & disposal Haryana

c	Clause	Documents Required
	MSMEs-2016	(http://dsndharyana.gov.in/writereaddata/Document/1_93_1_msme_policy.pdf)

Note: -For MSME, make in India, start up, the turnover, experience and other conditions will be applicable as per Haryana State Govt. Guidelines issued time to time.

Any Bid failing to meet the above stated Qualification criteria shall be summarily rejected and will not be considered for Financial Evaluation.

**Relaxations to Micro Small and medium Enterprise registered in Haryana: -
Concessions/benefits Micro Small: -**

S#	Area as part of qualifying requirements	Concession benefits allowed to MSEs.	Eligibility
1.	Tender Fee	Exemption on the payment of Tender Fee subject to fulfillment of conditions as per eligibility	Manufacturing Micro & Small Enterprises (MSEs) (including Khadi & village industries/ Units) who have filed SSI Certificate/EM Part-II/Udyog Aadhaar Memorandum (UAM)/Udyam Registration in Haryana (applicable and valid on that date as per Govt. instructions) in respect of the quoted items, participate directly in tender and not through any intermediaries (their dealers/ agents/ distributors), will not subcontract to any other firm and to carry the entire manufacturing at their enterprise. Concerned MSE will be required to submit the copy of SSI Certificate /EM Part-II/ Udyog Aadhaar Memorandum (UAM)/ Udyam Registration in Haryana (Applicable and valid on that date as per Govt. instructions) in respect of its category of Micro/ Small issued to the firm by the Industries Department Haryana as part of Technical Bid.
2.	Earnest Money Deposit (EMD)	Exemption on the payment of Earnest Money deposit (EMD) subject to fulfillment of condition as per eligibility.	
3.	Performance Security	90% concession on Performance Security as applicable to other Haryana Based firms subject to fulfillment of condition as per eligibility	
4.	Turnover	a. Micro Enterprises: Concession of 80% on Turnover condition imposed as qualifying criteria. b. Small Enterprises: Turnover condition imposed as qualifying	
5.	Past Performance & Experience	Exempted in respect of Past Performance & Experience as part of qualifying Requirement of the tender subject to fulfillment of condition as per eligibility	Manufacturing Micro & Small Enterprises (MSEs) (including Khadi & village Industries/ Units) who have filled SSI Certificate /EM Part-II/ Udyog Aadhaar Memorandum (UAM)/ Udyam Registration in Haryana (Applicable and valid on that date as per Govt. instructions) in Haryana and Further:
6.	Purchase Preference	50% of the total tendered quantity provided quoting price within band of L-1+15% by bringing down their price to L-1 and subject to condition that it agrees to fulfillment of other terms & conditions of the tender and further subject to fulfillment of conditions as per eligibility	a) Those MSEs have Qualified Certification of ISI/ISO/AgMark/Quality Mark issued from competent authority in State or Central Govt. in respect of the item/ Goods mentioned in the tender. The firm will be required to submit the detailed information in respect of above through an affidavit as per the format enclosed as "Annexure 10" OR/AND b) Those who are registered with DGS&D/ NSIC /GOI Department/ State Govt. Department/ GOI PSUs/ State Govt. PSUs in

			<p>respect of the item/goods mentioned in the tender.</p> <p>The firm will be required to submit the detailed information in respect of above through an affidavit as per the format enclosed as Annexure-10.</p>
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• **Concessions/benefits to Medium Enterprises: -**

S#	Area as part of qualifying Requirements	Concessions/benefits allowed to medium Enterprises	Eligibility
i.	Past Performance & Experience	Exemption on Qualifying Requirement of Past Performance & Experience as part of Qualifying Requirements of the tender subject to the tender subject to fulfillments of conditions as per eligibility.	Manufacturing Medium Enterprises of the State that have filed SSI Certificate/ EM Part-II/ Udyog Aadhaar Memorandum (UAM)/ Udyam Registration in Haryana (Applicable and valid on that date as per Govt. instructions for quoted items in Haryana, participate directly in tender and not through any intermediaries (their dealers/agents/ Distributors), and will not subcontract to any other firm and to carry the entire manufacturing at their enterprise. This concession will be applicable only for one year to newly registered Medium Enterprises or Medium Enterprises of State who are not eligible in State Public Procurement due to eligibility criteria of part performance & Experience. The Firm will be required to submit the detailed information in respect of above through an affidavit as per the format enclosed as Annexure-11.
ii.	Purchase Preference	10% of the total tendered quality provided quoting price within band of L-1+15% by bringing down their price to L-1 and subject to condition that it agrees to fulfillment of other term & conditions of the tender and further subject to fulfillment of conditions as per eligibility.	

Any Bid failing to meet the above stated Qualification criteria shall be summarily rejected and will not be considered for Financial Evaluation

SECTION 5
MINIMUM TECHNICAL SPECIFICATIONS

5. MINIMUM TECHNICAL SPECIFICATIONS OF THE PRODUCT

Please note that the specifications given below are the minimum suggested technical specifications. Bidders are free to offer any specification over and above the minimum indicated. The bidders are further required to submit the technical brochures along with the technical bid besides filling the technical Performa at annexure-4.

Minimum Technical Specification of VC Equipment: -

MCU:

S#	Description	Minimum Technical Specifications of Hardware Based On-Premise MCU Solution (60 Full HD ports)
1	Solution Design	The core video infrastructure solution including MCU, Gatekeeper, Device Management Server, Web Collaboration Server and Firewall Traversal should be deployed. All the software applications deployed as a part of complete solution must be on a dedicated server or a virtual server . To avoid a single point of failure, all solution should be designed with Local High Availability / Redundancy mode.
2	Hardware	The MCU must to be a secure dedicated enterprise grade server or virtualized server on a dedicated hardware with appropriate licenses for all software components for a period of 5 years. After 5 years the system should continue to work in the same setup for at least 2 more years without extra cost except CAMC cost discovered under price bid.
3	MCU Features	<p>The solution must support at least 60 FHD calls from Hardware Based H.323 or SIP based VC Endpoints and up to 150 Web Browser calls from day one. In case no hardware based VC Endpoint joins into MCU Call then the solution should support up to 200 Web Browser based calls.</p> <p>There must not be any artificial limits imposed in terms of creating number of conference rooms/IDs. Additionally, it should be possible to preassigned 200 meeting rooms / IDs dedicated for end users. The MCU solution must support at least 6 simultaneous conferences at any given point of time. The conference licenses must not be tagged in any manner - to an end point, a soft client or a named user employee. They must be freely floating for any user to utilize.</p> <p>It must be possible to see at least 16 sites simultaneously on the screen. The MCU should have at least 8 layouts or more from day one.</p> <p>The end points (respective user(s)) must have the capability to change their local video layout.</p> <p>MCU must support embedded site naming, site name edit feature, active speaker functionalities. Centre / Larger Pane layout should be available for active speaker.</p> <p>The MCU should support on-screen text messaging on video endpoints, so that if there's a delay in starting a meeting, participants can be informed.</p> <p>The MCU should support on-screen display of Conference Indicators to show total number of Audio and Video participants in active conference(s).</p>
4	Gatekeeper	<p>The solution must have native support for H.323 & SIP with the ability of 300 devices registrations for H.323 gatekeeper and SIP registrar from day one and should be scalable to 500 device registrations in future on the same server through software licenses only. The number of concurrent calls supported must be 200 from day one.</p> <p>The software application / complete solution must be hosted on a dedicated server or Virtualized instance to avoid a single point of failure. Performance should not be degraded on creation of VM for the purpose.</p>

S#	Description	Minimum Technical Specifications of Hardware Based On-Premise MCU Solution (60 Full HD ports)
5	Device Management	The solution must include management, scheduling (like creating time specific meeting links, random links, etc.) and provisioning component with capacity of at least 300 devices from day one and should be scalable to 400 devices in future on the same server through software licenses only. The management system should support provisioning, bandwidth & device management/software upgrade and scheduling of the video endpoints of the same OEM from the management server. This software application must be hosted on a dedicated server / Virtualized instance. There should be no single point of failure. Performance should not be degraded on creation of separate VM for the purpose.
6	Firewall Traversal	The solution must include a firewall traversal component for SIP & H.323 video endpoints and Web Browser Users. It must support at least 100 calls from day one and scalable up to 150 calls. Single server application that combines remote and B2B calling scenarios with SIP and H.323 capabilities for a seamless video collaboration experience within and beyond the firewall. This software application must be hosted on a dedicated/ Virtualized server over HA to avoid a single point of failure. Performance should not be degraded on creation of separate VM for the purpose.
7	Software Based Client	The solution must include dedicated software-based VC client /WebRTC from the same OEM to allow calls from Laptop/ PC (Windows, MacOS) and Tablet/Mobile (Android or iOS). The software client should be able to connect to external endpoints/bridge on H.323/SIP protocol. It must support/integrate with other web/cloud-based software MCUs & other hardware based MCUs. The solution should be on premise Web solution.
8	Protocols	The solution should support content sharing using standard based H.239 and BFCP over H.323 & SIP to up to Full HD @1080p resolution.
		The solution must support H.323 and SIP (both run simultaneously) from day one.
		The solution should support G.711, G.729A, G.722, G.722.1 or better
		It must support clear audio and stereo sound
		The MCU solution must support features like Lecture and Presentation etc. to meet out the requirement of a good quality VC
9	Security	The solution must support encryption on H.323 and SIP (AES-128 / AES-256), TLS etc.
10	Interoperability & Cascading	The solution must be interoperable with standards-based H.323 and SIP VC Endpoints, even if they are from a different OEM for all the video ports. Any hardware required to interop should be supplied from day one.
		The solution must support both dial-in and dial-out of calls.
		The solution must support cascading over standard protocols.
		The complete solution should be from the same OEM as VC Endpoint for seamless feature integration benefits and interoperability.
11	Recording Feature	The Solution must include dedicated recording solution to record at least 6 concurrent video conferencing sessions and at least 3 concurrent live streaming sessions with minimum 500 live viewing participants in total. The recording solution may be from same OEM or third party with all necessary licenses from day one. The solution should capable to record at least 50 Hours meetings.
12	Additional items	Any Software / Hardware / Licenses required to make the offered MCU solution Go-Live, that should be provided by OEM/Bidder from Day-1.

S#	Description	Minimum Technical Specifications of Hardware Based On-Premise MCU Solution (60 Full HD ports)
13	Warranty	The complete solution software (MCU, Gatekeeper, Firewall Traversal, and Video Endpoints) should be from the same OEM. Device Management Server, Web Collaboration Server, Recording and Streaming solution may be from same OEM or third party. The complete solution should be provided with 5 years of onsite warranty & support from date of acceptance. After expiry of warranty period of 5 years the system should continue to work in the same setup for at least additional 2 years without extra cost except the CAMC rates.
14	Training	Hands on Training 2-3 Weeks / 2-3 Batches as per requirements

VC Endpoint:

Minimum Technical Specifications of Room Based VC Endpoint		
The proposed system must support PAL/equivalent with PTZ camera. The codec must be based on ITU-T standards & hardware based. No software based solution will be accepted. All components of the VC system like Codec, Camera, Microphone and Remote Control / Touch Panel should be from the same OEM.		
1	Package	Full HD 1080p30 or Higher PTZ Camera, Codec, Omnidirectional Microphone and Remote Control / Touch Panel from the same OEM.
2	Video Standards and Resolutions	It should support H.323 & SIP standards for communications.
		It should support interoperability and bandwidth saving using video compression H.264 AVC, H.265 or better
		It should support 720p30 FPS, 1080p30 FPS or Higher
3	Content Standards and Resolutions	It should support both wired and wireless content sharing using standard based H.239 and BFCP & etc. It should also support audio from Laptop used for content sharing.
		It should support inbuilt feature for wireless content sharing from Windows, MacOS, Android, iOS Smartphones & Tables with / without downloading any application on the user device. If the same feature is not natively built into the VC codec then external third-party system can be provided by the bidder to achieve the same functionality.
4	Audio Standards and Features	It should support G.711, G.729 / G.729A/ AAC-LD, G.722, G.722.1 or better
		It should support 20kHz or better bandwidth with crystal clear audio and stereo sound.
		Automatic Gain Control and Automatic Noise Suppression
5	Video and Audio Inputs	1 x HDMI/HDCI/USB input for connecting main Full HD camera
		1 x HDMI input to share 4K/Full HD content from PC/Laptop/Document camera/PTZ Camera.
		Min. 1 x HDMI / USB inputs to connect additional PTZ cameras from same OEM to capture whiteboard/presenter and podium area in future whenever required.
		Min. 2 x Microphone inputs or more with support for minimum 2 omnidirectional mics. The bidder needs to quote 1 omnidirectional microphone with mute/unmute touch button on the microphone. Each microphone should have at least 20 feet pickup range.
		1 x RCA/3.5mm stereo line-in
6	Video and Audio Outputs	2 x HDMI output for connecting primary and secondary at least Full HD displays.
		1 x RCA/3.5 mm stereo line-out
7	Other Interfaces	1 x 10/100/1000 Ethernet port
		1 x USB to support system software upgrade/ future use
		Wi-Fi 802.11a/b/g/n/ac (MIMO) for Wireless Content Sharing

Minimum Technical Specifications of Room Based VC Endpoint		
		1 x RS-232 Serial interface or equivalent to connect external RS-232/RJ45 controller
8	Camera	1/2.7" CMOS sensor and 70° Horizontal Field of View or more
		The camera should support minimum 10X Optical Zoom or better, Min. PAN +/-170°, Tilt Min. +20°/-20° & minimum 10 camera presets. Auto focusing should be available.
		Video Conference Camera and Codec should be controlled using same remote control / Touch Panel
9	Network Features	H.323 and SIP bandwidth supporting up to 6 Mbps or more.
		Must support IPv4 and IPv6 from day one on both H.323 and SIP.
		Auto Gatekeeper Discovery, Lost Packet Recovery (LPR) technology/ FEC/ SRT technology, IP Precedence / DiffServ, Configurable MTU size
10	USB Pass-Thru Mode	The system should have inbuilt/external functionality to use the VC system as an external camera and microphones when connected to a Laptop/PC over a single USB cable with or without using any external hardware components to connect to any Cloud Based VC platform like Cisco Webex, Zoom, BlueJeans, Microsoft Teams, Google Meet, etc. without degrading the Video & Audio quality.
		The system should be able to support up to 1080p30fps video transmit in USB Pass-thru mode.
		It should be possible to Mute/Unmute all the microphones and control camera functionality from the same remote/Tab control during USB pass-thru mode.
		The system should be supplied with 9 mtrs. or more. single USB 2.0 or Higher cable from the same OEM for USB Pass-thru mode for seamless functionality.
11	Security	Media Encryption (H.323, SIP): AES-128, AES-256, H.235 or better support etc.
		Authenticated access to admin menus, web interface and APIs
		Local account password policy configuration
		Global Directory/Centralized Directory/LDAP support
12	Other Standards/features	H.460.18, H.460.19, SSL, TLS & etc
13	Warranty & on-site support	The complete solution should be from the same OEM with 5 years onsite warranty & support from the date of acceptance. The 3rd party devices should be certified by the Endpoint OEM
14	The proposed camera and Endpoint should not be End of support declared either in bundle and individual at least 18 months from the End of Sale at the time of bid. If any component will be quoted bid liable to reject. The proposed equipment should be in warranty or CAMC (as applicable) till the scope of work in the bid.	

NOTES:

1. The cost of all hardware & software items should include mandatory 5 years onsite comprehensive Original Equipment Manufacturer's warranty along with CAMC of 2 years (6th & 7th years).
2. OEM/bidder should maintain sufficient spares for all supplied items to meet the SLA.
3. Any other item / equipment required for making the solution Go-live should be supplied from Day-1.
4. All software licenses should be perpetual & registered in the name of purchaser.
5. The quoted products should not be end of life for next 2 years and OEM support of the same should be available for next 5 years after end of life.
6. The details of the service support pack offered should be provided with product.

7. The Successful bidder is required to supply the latest updates, patches and upgrades of Devices, Software, OS updates free of cost during the warranty period & CAMC period.
8. The quoted rates should be inclusive of all required items to make the offered solution working.
9. The arrangement/option/quantity may increase or decrease up to 25% of tendered quantity.
10. The MAC address of the proposed devices must be registered in the name of the OEM. Proof to be provided by the OEM.
11. The list of devices including Device name, IP Address, MAC address, Workgroup / Domain and configuration details is to be prepared by the supplier & provide to the nodal officer for future reference. The copy of the same is forward with installation report.
12. Any Indian product is allowed which meets all the specifications subject to "Standardisation Testing and Quality Certification (STQC) certification for trusted supply chain compliance".

Note: The Compliance should be submitted as Minimum Technical Specifications on OEM & Bidder letterhead along with products / items Data Sheet for offered make & model.

SECTION 6
GENERAL INSTRUCTIONS AND BID PREPARATION AND SUBMISSION

6. GENERAL INSTRUCTIONS

- 6.1.1** The Bidders are requested to examine the instructions, terms and conditions and specifications given in this tender document. Failure to furnish all required information in every respect will be at the Bidder's risk and may result in the rejection of bid.
- 6.1.2** The Bidder (s) shall be deemed to have satisfied itself fully before Bidding as to the correctness and sufficiency of its/their Bids for the Contract and price quoted in the Bid to cover all obligations under this Tender.
- 6.1.3** It will be imperative for each Bidder(s) to familiarize itself / themselves with the prevailing legal situations for the execution of Contract. CRID shall not entertain any request for clarification from the Bidder regarding such legal aspects of submission of the Bids.
- 6.1.4** It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bids and no claim whatsoever including those of financial adjustments to the Contract awarded under this tender will be entertained by CRID. Neither any time schedule nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder to appraise themselves.
- 6.1.5** It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost in the Tender by the Bidder will be permitted throughout the period of Contract or throughout the period of completion of Contract whichever is later on account of any reasons whatsoever.
- 6.1.6** The Bidder shall make all arrangements as part of the Contract to supply commission and train the beneficiaries at various locations at their own cost and transport.
- 6.1.7** The Bidder shall be fully and completely responsible to CRID and State Government for all the deliveries and deliverables.
- 6.2 Clarifications in the Tender**
- 6.2.1** A prospective Bidder requiring any clarification in the Tender may notify CRID by E-mail to rahul.narwal@nic.in, sit@hry.nic.in with a copy to addl-cito.crid@hry.gov.in, munishchandan.crid@hry.gov.in.
- 6.2.2** The responses to the clarifications if required will be notified in the websites by means of Corrigendum to the Tender Document.

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX). Queries not submitted in the prescribed format shall not be considered/ responded at all by the purchaser.

Bidder's Request for Clarification/ Pre-bid Queries format {to be filled by the bidder}				
Name of the Bidder/ Company/ Firm /Agency:				
Name of Person(s) Representing the Bidder/ Company/ Firm / Agency:	Name of Person	Designation	Email-Id(s)	Tel. Nos. & Fax Nos.
Bidder/ Company/ Firm / Agency Contacts:	Contact Person(s)	Address for Correspondence	Email-Id(s)	Tel. Nos. & Fax Nos.
Query / Clarification Sought:				
S. No.	RFP Page No.	RFP Section No.	Content of Section (Details from RFP document)	Query/ Suggestion/ Clarification required
1				
2				

- 6.2.3** The clarifications to any of the terms and conditions and or technical specifications laid in the Tender document and amendments, if any, will be notified on the <https://haryanait.gov.in> and Haryana Government portal <https://etenders.hry.nic.in>. The Bidders are advised to check periodically for the amendments or corrigendum or information on these websites till the closing date of this Tender. CRID will not make any individual communication and will in no way be responsible for any ignorance pleaded by the Bidders.
- 6.2.4** Any such supplement / corrigendum / amendment issued by CRID before closing of the Tender shall be deemed to be incorporated by this reference into this RFP.
- 6.2.5** All such addendums / amendments / notices released in the form of corrigendum shall be binding on all Bidders.
- 6.2.6** CRID will not be responsible for any misinterpretation of the provisions of this RFP on account of the Bidders of their failure to update the Bid documents based on the addendums/ amendments/ corrigendum published via emails.
- 6.2.7** CRID at its discretion may or may not extend the due date and time for the submission of bids on account of amendments.
- 6.2.8** CRID is not responsible for any misinterpretation of the provisions of this tender document on account of the Bidders failure to update the Bid documents on changes announced through the website.
- 6.3 Language of the Bid**
- 6.3.1** The bid prepared by the Bidder as well as all correspondence and documents relating to the bid shall be in English only.
- 6.3.2** The supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation in English duly familiar, in which case, for all purposes of the bid, the translation shall govern. Bids received without such translation copy are liable to be rejected.
- 6.4 Bid Currency**
- Prices shall be quoted in Indian Rupee (INR). All payments / deposits / fees in respect of this tender also shall be in Indian Rupee only
- 6.5 Consortium**
- Consortium is not allowed and the Bids submitted by consortium of companies/firms will be summarily rejected.
- 6.6 Bid Preparation and Submission**
- 6.6.1 Cost of Bidding**
- The Bidders shall bear all costs associated with the preparation and submission of Bids. CRID will in no way be responsible or liable for these charges/costs incurred regardless of the conduct or outcome of the bidding process.
- 6.6.2 Tender Document Cost**
- The Tender Document is available online and can be downloaded from Website i.e. <https://haryanait.gov.in> or from Haryana Govt. e-procurement portal <https://etenders.hry.nic.in>.
- 6.6.3 Earnest Money Deposit (EMD)**
- 6.6.3.1** EMD is to be made online directly as per the detail given under section-4.
- 6.6.3.2** The EMD of the Unsuccessful Bidders will be returned at the expense of the Bidders within a reasonable time consistent with the rules and regulations in this behalf. The EMD amount held by CRID till it is refunded to the Unsuccessful Bidders will not earn any interest thereof.
- 6.6.3.3** The EMD amount of the Successful Bidder(s) can be converted as the Security Deposit (SD) for successful execution of the orders during contract period and will be returned only after the successful fulfillment of the Contract.
- 6.6.3.4** The EMD amount will be forfeited by CRID if the Bidder(s) withdraws the bid during the period of its validity specified in the tender or if the Successful Bidder fails to sign the contract or the Successful in bidder fails to honour the terms & condition of the Tender.

6.6.4 Tender Validity

The e - tender submitted by the Bidders shall be valid for 180 days after the date of opening of the Pre-qualification cum technical bids as prescribed by the Purchaser. If the validity of the offer is extended, the validity of EMD will also have to be extended. An offer valid for a shorter period may be rejected by CRID as non-responsive.

6.6.5 Letter of Authorization

A letter of Authorization from the Board of Directors / appropriate authority authorizing the Tender submitting authority or a Power of Attorney shall be submitted in the Technical bid, otherwise the Bids will be summarily rejected.

6.6.6 Two Part Bidding

The bids shall be submitted Online in two bid part as give below i.e Technical Bid and Commercial Bid as per the format given in the tender document and the respective online envelope available on the portal upto the due date & time. Bidders are required to examine all Instructions, Terms and Conditions and Technical specifications given in the Tender document. Failure to furnish information required by the Bid or submission of a Bid not substantially responsive in every respect will be at the Bidders risk and may result in rejection of Bids. Bidders shall strictly submit the Bid as specified in the Tender, failing which the bids will be non-responsive and will be rejected.

6.6.7 Technical Bid (Stage 1)

- 6.6.7.1 The Technical Bid format as given in the Tender shall be filled, signed and stamped on all pages. Errors if any shall be attested by the Bidders. The Technical Bid shall not contain any indications of the Price otherwise the Bid will be summarily rejected.
- 6.6.7.2 The bidders shall submit the details of make and model of the items offered against the tender requirement.
- 6.6.7.3 The technical bid should be submitted through e-bid as per the last date & time. The Technical Bids shall be typed, signed and stamped in all pages by the familiarize signatory of the Bidder. Any alternations, deletions or overwriting shall be attested with full signature of the familiarize signatory.

6.6.8 Price Bid Form (Stage 2)

- 6.7.9.1 The Price bid should be submitted through e-bids as per the online envelope given on the e-procurement portal against this tender. All the price items as asked in the tender shall also be filled in the Price Bid Format as given in the Tender and required to be uploaded on the e-procurement Portal. The Prices quoted shall be only in INDIAN RUPEES (INR) only. The tender is liable for rejection if price bid contains conditional offers.
- 6.7.9.2 All the Price items as asked in the Tender shall be filled in the Price Bid Format as given in the Tender at Format 2.
- 6.7.9.3 The price quoted by the Bidder shall include cost and expenses on all counts viz. cost of equipment, materials, tools/ techniques/ methodologies, manpower, supervision, administration, overheads, travel, lodging, boarding, in-station & outstation expenses, etc and any other cost involved in the supply and commissioning.
- 6.7.9.4 The Price Bid Form shall not contain any conditional offers or variation clauses, otherwise the Bids will be summarily rejected.
- 6.7.9.5 The Price Bid shall be typed and shall be signed by the authorized signatory in all pages. Any alterations, deletions or overwriting shall be attested with full signature of the familiarize signatory.
- 6.7.9.6 The cost quoted by the Bidder shall be kept firm during the period of contract in the Tender from the date of opening of the tender. The Bidder shall keep the Price firm during the period of Contract including during the period of extension of time if any. Escalation of cost will not be permitted during the said periods or during any period while providing services whether extended or not for reasons other than increase of duties / taxes payable to the Governments in India within the stipulated delivery period. The Bidders shall particularly take note of this factor before submitting the Bids.
- 6.7.9.7 In case the selected bidder misses to include the cost of any hardware/software which is necessary to meet the requirements of this tender, the selected bidder shall be solely responsible for the lapse and would be required to provide such hardware/software without any additional cost to the

purchaser.

6.7.9.8 Discount: - Bidder are advised not to indicate any separate discount. Discount, if any should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be lowest, CRID shall avail such discount at the time of award of contract.

6.7.10 Correction of error

6.7.10.1 Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the Commercial Bids are received by CRID.

6.7.10.2 In cases of discrepancy between the prices quoted in words and in figures, the value indicated in words shall be considered.

6.7.10.3 The amount stated in the Commercial Bid, adjusted in accordance with the above procedure shall be considered as binding on the Bidder for evaluation

6.7.11 Bid closing date and time

The e-Tenders shall be submitted not later than the date and time specified as under or Corrigendum if published. Last date and time to submit the bid upto 2.30 PM. Hence the Bidders shall be cautious to submit the e-Tenders well in advance to avoid disappointments as system will not allow them to submit the bid once the due date & time is over.

6.7.12 Mode of Submission of Bids: - The Bids shall be submitted electronically on Haryana Govt. e-procurement portal strictly as specified in the Tender document. The hard copy to technical bid will be submitted at O/o ACITO, CRID, 4th Floor, SCO 109-110, Sec 17-B, Chandigarh, 160017.

6.7.13 Modification and withdrawal of Bids: - The Bids once submitted cannot be modified or amended or withdrawn. No documents would be supplemented after submission of Bids unless specifically asked by CRID.

6.7.14 Rejection of Bid: -

6.7.14.1 Bids submitted other than the electronic form on e-procurement portal of Haryana Government shall not be entertained.

6.7.14.2 Any condition put forth by the Bidders not conforming to the bid requirements, shall NOT be entertained and such bids shall be rejected.

6.7.15 Disqualification

CRID may at its sole discretion and at any time during the evaluation of application, disqualify any Bidder, if the Bidder:

- i. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- ii. Submitted an application that is not accompanied by required documentation or is non-responsive.
- iii. Failed to provide clarifications related thereto, when sought.
- iv. Submitted more than one bid.
- v. Was declared ineligible/ blacklisted by any Govt. or quasi-Govt. entity in India.

6.7.16 Conflict of Interest

Neither the successful Bidder nor any Personnel related to it shall engage, either directly or indirectly, during the period of contract, in any business or professional activities which would conflict with the activities assigned to them under or pursuant to this tender.

6.7.17 Confidentiality

The Bidder and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract without the prior written consent of the CRID.

6.7.18 Extension of Last date for Submission

CRID at its own discretion can extend the period for submission of bids by amending the Bid Documents / TENDER. In this case all rights and obligations of CRID and Bidders shall stand extended. However, no request for extension of time from the Bidders shall be binding upon CRID. The decision

of CRID in this regard will be final, conclusive and binding on the Bidder.

6.7.19 Late Bids

Any bid received by CRID after the deadline for submission of bids prescribed in the TENDER will be summarily rejected and returned unopened to the Bidder. No further correspondence on this subject will be entertained.

6.7.20 Duties, Taxes and Statutory levies

6.7.20.1 The Bidder shall bear all personnel taxes levied or imposed on account of payment received under this Contract.

6.7.20.2 The Bidder shall bear all corporate taxes, levied or imposed on the Bidder on account of payments received by it from CRID for the work done under this Contract.

6.7.20.3 Bidder shall bear all taxes and duties/GST etc. levied or imposed on the Bidder under the Contract including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax/GST and all Income Tax levied under Indian Income Tax Act - 1961 or any amendment thereof up to the date for submission of final price bid, i.e., on account of payments received by him for the work done under the Contract. It shall be the responsibility of the Bidder to submit to the concerned tax authorities the returns and all other connected documents required for this purpose. The Bidder shall also provide CRID such information, as it may be required in regard to the Bidder's details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The amount of tax withheld by CRID shall at all times be in accordance with Indian Tax Law and will furnish to the Bidder original certificates (Challan) for tax deduction at source and paid to the Tax Authorities.

6.7.20.4 If there is any reduction in taxes / duties due to any reason whatsoever, after Award of Contract, the same shall be passed on to CRID.

6.7.20.5 The Bidder shall be solely responsible for the payment /fulfilment of its tax liabilities and obligations under the Income Tax Act and other such laws in force and CRID shall not bear responsibility for the same.

6.7.21 Deductions

All payments to the Bidder shall be subject to the deductions of tax at source under Income Tax Act, and other taxes and deductions as provided for under any law, rule or regulation. All costs, damages or expenses which CRID may have paid or incurred, for which under the provisions of the Contract, the Bidder is liable; the same shall be deducted from any dues to the Bidder. CRID shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.

6.7.22 Right to Accept/ Reject the Bid

CRID reserves the right to accept or reject any Bid and to annul the TENDER process and reject all such bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

SECTION 7
TENDER OPENING AND EVALUATION

7. BID EVALUATION PROCESS

7.1 Initial Scrutiny

At the time of Technical Bid Opening, Initial Bid scrutiny will be conducted and incomplete details as given below will be treated as non-responsive and the Bids will be rejected summarily. If Tenders are;

- 7.1.1 Not submitted in two parts as specified in the Tender received WITHOUT EMD amount and tender document fee;
- 7.1.2 All responsive Bids will be considered for further evaluation;
- 7.1.3 The decision of CRID will be final in this regard;

7.2 Technical Bid Scrutiny

Initial Bid scrutiny will be conducted and incomplete details as given below will be treated as non-responsive. If Tenders are received: -

- 7.2.1 without the Letter of Authorization;
- 7.2.2 found without Tender document fee, EMD;
- 7.2.3 found with suppression of details with incomplete information;
- 7.2.4 subjective, conditional offers submitted without support documents as per the Eligibility Criteria;
- 7.2.5 Evaluation Criteria non-compliance of any of the clauses stipulated in the Tender;
- 7.2.6 Lesser validity period not found with OEM's compliance statement and the Technical Leaflets of the quoted models. The decision of CRID will be final in this regard;

7.3 Clarifications by CRID

When deemed necessary, CRID may seek any clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid or price quoted. During the course of Technical Bid evaluation, CRID may seek additional information or historical documents for verification to facilitate decision making. In case the Bidder fails to comply with the requirements of CRID as stated above, such Bids may at the discretion of CRID, shall be rejected as technically non-responsive.

7.4 Suppression of facts and misleading information

- 7.4.1 During the Bid evaluation, if any suppression or misrepresentation of is brought to the notice of CRID. CRID shall have the right to reject the Bid and if after selection, CRID would terminate the contract, as the case may be, will be without any compensation to the Bidder and the EMD / SD, as the case may be, shall be forfeited.
- 7.4.2 Bidders shall note that any figures in the proof documents submitted by the Bidders for proving their eligibility is found suppressed or erased, CRID shall have the right to seek the correct facts and figures or reject such Bids.
- 7.4.3 It is up to the Bidders to submit the full copies of the proof documents to meet out the criteria. Otherwise, CRID at its discretion may or may not consider such documents.
- 7.4.4 The Tender calls for full copies of documents to prove the Bidder's experience and Capacity to undertake the orders.

7.5 Technical Bid Evaluation

- 7.5.1 A Tender Scrutiny Committee will examine / scrutinize the e-Technical Bids against the Eligibility Criteria and Evaluation Criteria given in the Tender document. The evaluation will be conducted based on the support documents submitted by the Bidders. The documents which did not meet the eligibility criteria in the first stage

of scrutiny will be rejected in that stage itself and further evaluation will not be carried out for such bidders. The eligible Bidders alone will be considered for further evaluation.

- 7.5.2 For those Bidders who have already worked or working with CRID/HARTRON, their previous performance in CRID/HARTRON would be the mandatory criteria for selection. If any unsatisfactory performances of those Bidders are found, their Bids will be straight away rejected. The Unsatisfactory performance is defined as: -

7.5.2.1 Non responsiveness after getting the purchase order

7.5.2.2 Delay in supply, installation of the ordered products without any bonafide reason, etc.

7.5.2.3 Poor warranty support.

7.5.2.4 Not executing the contract as per the terms and conditions.

7.5.2.5 Not furnishing the performance bank guarantee as per the requirement laid in the contract/purchase orders.

7.6 Price Bid Evaluation

- 7.6.1 The e-Price Bids of the Technically Qualified Bidders alone will be opened and evaluated. The Price Bid shall include all expenses towards this Tender. The Price Bids of the Technically Qualified Bidders will be opened in the presence of the Technically Qualified Bidders who are present at CRID. The Bidders or their authorized representatives will be allowed to take part in the Price Bid Opening.

- 7.6.2 An evaluation committee will evaluate the bids of all the bidders both technically and commercially as per the following schedule/pattern,

7.6.2.1 Only e-Technical bid shall be opened on the day of opening of the bids at **02.30 pm**.

7.6.2.2 Conditional bids shall be summarily reject.

7.6.2.3 The Technical bids: - The documents furnished by each bidder with its Technical Bid will be examined to see whether the qualifications and specific requirements mentioned in the tender document are fulfilled.

7.6.2.4 The Commercial bids of those bidders who satisfy the parameters laid out in the technical Bid only will only be opened. The Place, date and time of the opening of the e-commercial Bids shall be notified separately.

7.6.2.5 The commercial bid shall be evaluated as per guidelines issued by State Govt. time to time.

7.6.2.6 All the taxes indicated in the Price Bid will be taken for the Price Bid evaluation.

7.6.2.7 The Price Bid Evaluation shall include the total price including all taxes & duties. However, the breakup of the taxes & duties applicable needs to be provided as per the format given in Format 2 (Commercial bid).

7.6.2.8 The bidder shall quote for the tendered items as well as for all the add-on-items mentioned in the tender document. Partial bid is allowed. The prices will be evaluated as follows and the decision of CRID will be the final.

7.7 Negotiations

- 7.7.1 The negotiations will be held up to L3 bidders if the difference between L1 quoted rates and those quoted by L2 & L3 is within 5% of the L1 quoted rates as per the policy issued by the State Govt. vide G.O No. 2/2/2010-4-IB-II dated 18.06.2013, G.O No. 2/2/2010-4-IB-II dated 16.6.2014, G.O No. 2/2/2010-4-IB-II dated 09.02.2015 will be applicable. These policy guidelines are available at <http://dsndharyana.gov.in/en-us/Purchase/Rules-instruction-and-procedure/Instructions>. The policy/procedure issued by State Govt. time to time will also be applicable.

7.7.2 The negotiated prices will remain valid for a period of validity of Contract. However, in case the prices are reduced the same will be applicable and SS (IT) and/or the Treasurer, CRID reserves the right to accept the reduced rates.

7.7.3 If during the validity of the contract the model under Contract is discontinued/ withdrawn by the company alternate model with same specification/ higher specifications will have to be provided against the orders in the remaining period of the contract at the same rates i.e. rates finalized for the model at the time of negotiation for the contract. Accordingly, the bidders should offer model which are available during the whole period of Contract.

7.8 Award of Contract

7.8.1 The award for contract will be issued to the successful bidder(s) as per State Govt. Policy applicable at that time of finalization of Contract

7.8.2 Total quantity will be apportioned among the L1 apportioned among the L1 Bidder and other Bidder who have agreed to match L1 rate, as per the option of purchaser (end user). However, in case the end user does not indicate any choice, SS (IT), CRID and/or the Treasurer, CRID reserves the right to distribute the quantity among the successful vendor.

7.8.3 Purchase preference can be given to the eligible vendors as per the Govt. guidelines prevailing from time to time.

7.9 Letter of Acceptance (LOA)

After acceptance of the Tender by CRID, a Letter of Acceptance (LOA) will be issued to the Successful Bidder(s) by CRID. Under this contract, CRID has the right to issue LOA to more than one bidder

7.10 Security Deposit (SD)

The EMD of the successful bidder (s) shall be converted into a Security deposit and shall be retained till the submission of required PBG. The EMD will be refunded to the Successful Bidder only after successful completion of the contract and submission of required PBG as per work order. The Security Deposit held by CRID till it is refunded to the Successful Bidder will not earn any interest thereof.

The Security Deposit will be forfeited if the Successful Bidder withdraws the Bid during the period of Bid validity specified in the Tender or if the Bidder fails to sign the contract.

7.11 Execution of Contract

7.11.1 The Successful Bidder shall execute a Contract in the non-judicial Stamp Paper of the required amount bought in Haryana/Chandigarh only in the name of the Bidder within 20 days from the date of Letter of Acceptance issued by CRID with such changes/modifications as may be indicated by CRID at the time of execution on receipt of confirmation from CRID.

7.11.2 The Successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate for the execution of the contract or any part thereof without the prior written consent of CRID. CRID reserves its right to cancel the purchase order either in part or full, if this conditions are violated. If the Successful Bidder fails to execute the Contract within the stipulated time in the tender, the EMD/SD of the Successful Bidder will be forfeited and their tender will be held as non-responsive.

7.11.3 The expenses incidental to the execution of the Contract shall be borne by the Successful Bidder.

7.11.4 The conditions stipulated in the Contract shall be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of CRID and CRID also have the right to recover any consequential losses from the Successful Bidder.

7.12 CRID reserves the right to:

- 7.12.1 Insist on quality / specification of materials to be supplied.
- 7.12.2 Modify, reduce or increase the quantity requirements to an extent of the tendered quantity.
- 7.12.3 Change the list of areas of supply locations from time to time based upon the requirement of the purchase.
- 7.12.4 inspect the bidders' factory before or after placement of orders and based on the inspection, modify the quantity ordered.
- 7.12.5 Withhold any amount for the deficiency in the service aspect of the ordered items supplied to the customers.

SECTION 8

TERMS AND CONDITIONS OF THE CONTRACT

8. TERMS AND CONDITIONS OF THE CONTRACT

8.1 Acceptance of Tender and Withdrawals

The final acceptance of the tender is entirely vested with CRID who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. The Tender Accepting Authority may also reject all the tenders for reasons such as change in Scope, Specification, lack of anticipated financial resources, court orders, calamities or any other unforeseen circumstances. After acceptance of the Tender by CRID, the Successful Bidder shall have no right to withdraw their tender or claim higher price

8.2 Inspection of the items

8.2.1 The inspection may be carried out on random basis, the VC Equipment being a standard product; however, the physical verification like quantity, models, physical conditions etc. will be done for all the vendors against respective order.

8.2.2 The Special Secretary (IT) and the Treasurer, CRID can authorize any of the experts or any of its officer shall have the power to inspect the stores at manufacturer premises/ distributors premises or at consignee site and to reject the same or any part or portion after the written approval of the Special Secretary (IT) and the Treasurer, CRID, if s/he or they be not satisfied that the same is equal or according to the specifications submitted by the contractor. The contractor shall not be paid for supplies rejected as above and such supplies shall be removed by the successful bidder immediately at his own expense. Any harm whatsoever incidental to a full and proper examination and test of such supplies. CRID shall be under no liability whatsoever for rejected and the same will be at the contractor's risk. Rejected supplies shall be removed by the contractor within 10 days after notice has been issued to him of such rejection and failing such removal of rejected goods will be at contractor's risk and CRID may charge rent from the contractor for the space occupied by such rejected goods. Super inspection of stores, already inspected may be carried out at the discretion of the Special Secretary (IT) and the Treasurer, CRID, by such officer as may be familiarize by him.

8.2.3 The Successful bidder shall provide without any extra charge all materials, tools, labor and assistance of every kind which the aforesaid officer may consider necessary for any test or examination which he may require to be made on the successful bidder's premises and shall pay all cost attendant thereon. In the case of stores inspected at Manufacturer's premises, all facilities including testing appliance, tools etc. for carrying out the tests shall be provided by the manufactures other than special tests, or in dependent tests. Failing these facilities at the own premises for making the tests the successful bidder shall bear the cost of carrying out test elsewhere, the bidder shall provide and deliver the item also free of charge at such place as the aforesaid officer may direct such materials as he may require for tests. If for the purpose of determining the quality of stores the aforesaid Officer find it necessary to have the stores tested at the test house or laboratory, all expenses incidental to the test shall be borne by the contractor. On the failure of the contractor to pay the expenses within 10 days of the receipt of intimation in this behalf from the Inspecting Officer, the Special Secretary (IT) and the Treasurer, CRID shall have the right to deduct the amount from the security deposited by the successful bidder, and if the amount so deducted is not deposited within 10 days, the Special Secretary (IT) and the Treasurer, CRID may treat the default as a breach of agreement and proceed as per agreement without further notice. Further the aforesaid officer shall have the right to put all articles or materials to such tests as he may think proper for the purpose of ascertaining whether the same are in accordance with the specifications or sealed sample mentioned in the tender and to cut out or off and/or destroy a portion not exceeding 2% from each delivery for such purpose and the quantity so cut out or off and/or destroyed as aforesaid shall be replaced by successful bidder free of charge.

8.2.4 CRID reserves the right to waive of the inspection on case to case basis for standard products, green channel products/urgent requirements/ products for which test reports from ERTL/ETDS etc. are made available by the successful bidder. CRID reserves the right to conduct the inspection of limited quantity on random sample basis.

8.3 Refund of EMD

The EMD amount paid by the Successful Bidder(s) will be kept as Security Deposit for the duration of the contract. If the Successful Bidder submits Security Deposit/PBG for the stipulated order value in full by way of Bank Guarantee, the EMD will be refunded. The EMD amount of the Unsuccessful Bidder will be refunded after familiarizes and issue of Firm Purchase Order to the Successful Bidder.

8.4 Warranty

- 8.4.1 The Selected Bidder is required to provide a comprehensive warranty for the products for a period of 5 years from the date of installation or 61 months from date of delivery, whichever is earlier, followed by Comprehensive Annual Maintenance Contract (CAMC) for 6th & 7th years. However, in case delay in installation is on the part of vendor, then warranty will be 5 years from the date of installation followed by CAMC for 6th & 7th years.
- 8.4.2 The warranty shall cover the system software, components and sub-components of the supplied infrastructure including patches and upgrades (free of cost) of the system software.
- 8.4.3 In addition to warranty as mentioned in above clause, the Bidder shall, during the above said period replace parts, if any, and remove any manufacturing defect, if found, so as to make the device fully operative. Replacement of parts or the entire product is to be done free of cost.
- 8.4.4 During the warranty and CAMC period, the complaints received from the customers shall be attended as below.
 - 8.4.4.1 If the complaint is received during the forenoon (up to 2 PM), the complaint shall be attended on the same day.
 - 8.4.4.2 If the complaint is received during the afternoon (after 2 PM), the complaint shall be attended on the next day. If next day is the declared Holiday, the complaint shall be attended in the next working day under normal circumstances. In emergency situations or urgent requirement of the customer, the complaint shall be attended within 2 hours on the same day.
 - 8.4.4.3 All the complaints shall be attended from the nearest service centers.
 - 8.4.4.4 All the complaints shall be rectified within 2 working days excluding the date of complaint.
 - 8.4.4.5 Penalty during warranty period: - If the complaints are not rectified within the stipulated period as mentioned in clause above an equivalent standby shall be supplied till rectification. A penalty of 0.25% on the value of the item will be charged per day till the equipment is put on working condition, in case the standby item is not supplied.

- 8.5 **Product Test:** The successful bidder will be required to submit test report from OEM (or) from Govt. approved test & calibration labs like ERTL/ETDC etc. if CRID feels it necessary to get the specifications verified. As a confirmatory document for specifications of the products for each configuration. The cost of such test will have to borne by the successful bidder however, this will be applicable only on limited quantity i.e. one-unit test report of each configuration/ type. However, the CRID can place the orders on the contract in anticipation of the test report. In case of failure of test, the supplier will be responsible for any risk & cost. Accordingly, bidder should ensure that offered product is in conformation to the specification of NIT.

8.6 Licenses & Transportation

- 8.6.1 All the operating system/software licenses if applicable are to be registered in the name of the purchaser.
- 8.6.2 The entire cost of transportation from the Manufacturing Plant or Port of Landing to the designated destination as specified by CRID shall be borne by the selected Bidder.
- 8.6.3 The transit insurance for all the items being delivered at respective site is the responsibility of the successful bidder.

- 8.7 **Packing:** The selected Bidder shall provide such packing as is required to prevent damage or

deterioration of the goods during transit to their final destination as indicated in the Contract. The packing shall be sufficient to withstand, without limitations, rough handling during transit and exposure to extreme temperatures and precipitation during transit and open storage. The selected Bidder shall be responsible for any defect in packing and shall dispatch the material freight paid and duly insured at destination. Any equipment found to be damaged during the transit by the purchaser, the successful bidder shall replace the aid equipment at his cost within 10 days from the event reported by the CRID.

8.8 Payment Clause

- 8.8.1 Payment of 70% of the cost of items with 1 year warranty shall be released on inspection & delivery upon submission of invoice(s) & delivery challan duly signed by the Nodal Officer / HOD at the location and inspection reports duly signed by the inspection committee and submission of 30% performance Bank Guarantee of total project cost valid for at least 06 months from the date of inspection reports. The Bank Guarantee of 30% shall be returned upon submission of main Performance Bank Guarantee of 10% of the total project cost with a validity of 90 months (i.e. 7 years + 6 months).
- 8.8.2 Payment of 10% of the cost of items with 1 year warranty shall be released after installation, configurations, testing, commissioning & Go-Live of project upon submission of invoice(s), installation reports and Go-live reports duly signed & stamped by the Nodal Officer / HOD at the location.
- 8.8.3 Payment of remaining 20% of the cost of items with 1 year warranty shall be released on acceptance by the Nodal Officer / HOD at the location after 30 days of Go-Live, on submission of warranty certificates of all OEMs and submission of 10% of performance bank guarantee of total project cost valid for 90 months from the date of issue of acceptance letter.
- 8.8.4 The cost of items with 1 year warranty shall be calculated as the sum of the total prices mentioned against each of the 1A, 2A, 3A, 4A and 5A as per the Format 2
- 8.8.5 Payment of remaining amount (i.e. total contract value minus(-) sum of the total prices mentioned against each of the 1A, 2A, 3A, 4A and 5A as per the Format 2), shall be released at the end of the each 6 monthly cycle starting from next day of completion of 1 year warranty in 12 equal instalments on submission of Invoice along with , Incident Report / Service Call report and SLA compliance report verified by the respective Nodal Officer / HOD at the location.
- 8.8.6 Payments to the selected bidder shall be processed only after successful completion of delivery, installation, configuration, testing, commissioning, and Go-Live of the equipment at each project site as mentioned in the RFP document.
- 8.8.7 In case any of the identified locations is not ready for the commencement of these activities, the bidder shall promptly issue a formal communication to The Special Secretary (IT) and the Treasurer, CRID copying to the ACITO, CRID. Based on the input received from the Nodal Officer / HOD at the location, CRID will provide the bidder with the expected date of readiness of the site. Subsequently, the delivery plan, installation schedule, and timeline for associated milestones shall be revised in accordance with the communicated readiness date. It is to be noted that no payment shall be released for such site until all activities have been duly completed as defined above in this section.
- 8.8.8 Penalty amount, if any, will be adjusted in the payment due to the Successful Bidder.
- 8.8.9 The bank guarantee shall be payable subject to deduction of any penalty / charges / fine / damages.
- 8.8.10 The Successful Bidder hereby agrees to get the refund of incentive, excise duty and proportionate sales tax from authorities concerned and pass it on to Purchaser(s) if the Government or any other appropriate agency reduces the Excise duty or Sales tax or give incentive of any type retrospectively after supplying the Ordered items failing which action will be taken to recover the balance amount from the Successful Bidder under the Revenue Recovery Act or any other relevant act.
- 8.8.11 When the extension of time is required due to any delay on the part of CRID/end user, extension of delivery time for the period of such delay involved may be granted by the Special Secretary (IT) and the Treasurer, CRID provided the firm produces documentary evidence of the delay.

- 8.8.12 All taxes and other levies imposed by Governments in India will be paid at actual as applicable.
- 8.8.13 The delivery of the ordered items is to be supplied within the delivery period mentioned at clause no. 3.2 unless otherwise specified in the purchase order. Some occasions may arise that the products maybe required to be delivered within a short period of 24 hours to the Purchaser/s. In such occasions, it may be very difficult to arrange shipment of the items from the vendor premises due to the routine formalities. To tackle such conditions, the successful bidder may maintain a reasonable quantity of items ex-stock.
- 8.8.14 Penalty for Delay in delivery: In case of delay in delivery beyond the allotted time period, a penalty @ 0.5% for one week (seven days) for the delay of first two weeks and 1% for the delay of three weeks (21 days) up to a maximum cap of penalty of 4% for total delay of five weeks (35 days) would be applicable. In case of further delay, thereafter, CRID could cancel the order or give the order to other vendor on same rates or re-tender it and suitable action as stipulated in this tender document could be taken against the firm. However, if, Purchasing Department opts to accept the items beyond five weeks (35 days) delay, 1% penalty per week would continue for any unjustified delay in delivery. The penalty will be calculated on total order value.
- 8.8.15 Penalty for installation: In case of delay in installation beyond the allotted time period, a penalty @ 0.5% for one week (seven days) for the delay of first two weeks and 1% for the delay of three weeks (21 days) up to a maximum cap of penalty of 4% for total delay of five weeks (35 days) would be applicable. In case of further delay, thereafter, CRID could cancel the order or give the order to other vendor on same rates or re-tender it and suitable action as stipulated in this tender document could be taken against the firm. However, if, Purchasing Department opts to accept the items beyond five weeks (35 days) delay, 1% penalty per week would continue for any unjustified delay in installation. The penalty will be calculated on total order value.

8.9 Invoicing:

- 8.9.1 With every dispatch of goods or materials in the order, Delivery Challan in duplicate are to be sent by the successful bidder to the consignee at the time of delivery. The duplicate of Delivery Challan to be returned by the respective officers (the Nodal officer / HOD at the location) with the quantities or numbers received duly noted and signed thereon to the successful bidder.
- 8.9.2 Invoice to be submitted to CRID along with the duly signed Delivery Challans of received by the successful bidder from the respective officers (the Nodal Officer / HOD at the location) for further necessary action regarding payments, etc.
- 8.9.3 Invoice for installation, configurations, testing, commissioning & Go-Live of the project to be submitted by the bidder to CRID along with installation reports and Go-live reports duly signed & stamped by the Nodal Officer / HOD at the location.
- 8.9.4 Invoice for Go-Live + 30 days to be submitted by the bidder to CRID along with acceptance certificate duly signed by the Nodal Officer / HOD at the location, warranty certificates of all OEMs and submission of 10% performance bank guarantee of total project cost valid for 90 months from the date of issue of acceptance letter.
- 8.9.5 Invoices for the payments in 12 equal instalments to be submitted by the bidder to CRID along with , Incident Report / Service Call report and SLA compliance report verified by the respective Nodal Officer / HOD at the location at the end of each 6 monthly cycle starting from next day of completion of 1 year warranty.
- 8.9.6 The payments in each of the above cases shall be released by CRID after receipt of inspection/ verification of the deliverables from the inspection committee.

8.10 Forfeiture of EMD and SD

8.10.1 Forfeiture of Earnest Money: -

- 8.10.1.1 If the Bidder withdraws his bid before the expiry of validity or after the acceptance of the bid, the Earnest Money Deposited by the bidder will be forfeited.
- 8.10.1.2 If the Bidder fails to comply with any of the terms, conditions or requirements of order and the technical specifications of the tender document at time of award of contract, the Earnest Money deposited by the Bidder will be forfeited.

- 8.10.1.3 In case required performance security is not submitted by the bidder within 15 days from the date of issue of Purchase order, the Earnest Money deposited by the Bidder will be forfeited.

8.10.2 Forfeiture of Performance Security: -

- 8.10.2.1 The CRID reserves the right of forfeiture of the performance guarantee in the event of the contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms & conditions of contract.
- 8.10.2.2 In case the successful bidder fails to submit the performance guarantee of the requisite amount within the stipulated period or extended period, letter of Award automatically will stand withdrawn and EMD of the contractor shall be forfeited.
- 8.10.2.3 In case successful bidder fails to comply with the delivery period as specified in the work order/contract, the Performance security deposited by the vendor will be forfeited.
- 8.10.2.4 In case the vendor fails to provide services during the warranty period as per the satisfaction of CRID, the Performance security deposited by the vendor will be forfeited.
- 8.10.2.5 In case the vendor failed to supply the ordered items as per the specification mentioned in the purchase order or ordered items are rejected during the inspection even after giving one or two extra chance for inspection, the Performance security deposited by the vendor will be forfeited.
- 8.10.2.6 Performance guarantee shall be returned after successful completion / testing / commissioning and handing over the project to the client up to the entire satisfaction of the department Performance guarantee shall be returned after successful completion / testing / commissioning and handing over the project to the department up to the entire satisfaction of the department.

8.11 Authenticity of submitted Documents/Information.

- 8.11.1 The documents forming the Contract are to be taken as mutually explanatory of one another. If an ambiguity or discrepancy is found in the documents, the CRID shall issue any necessary instructions and the priority of the documents shall be in accordance with the order as listed in the Appendix.
- 8.11.2 If any discrepancy is noticed between the documents as uploaded at the time of submission of tender and hard copies as submitted physically by the bidder, the tender shall become invalid and cost of tender document and processing fee shall not be refunded.
- 8.11.3 If in case, any document, information & / or certificate submitted is found to be incorrect / false / fabricated, the CRID at its discretion may disqualify / reject / terminate the bid/ contract and also forfeit the EMD / All dues.
- 8.11.4 The bidders must submit an Affidavit as placed at "Annexure-12" along with the technical bid.

8.12 Consequences of Cancellation of Order:

- 8.12.1 Upon cancellation of order, the successful bidder shall deliver or cause to be delivered all works carried out for and on account of the department and all data and records required from or on account of the Department.
- 8.12.2 Cancellation of order shall not affect any continuing obligations of the successful bidder under the Contract Agreement, which, either expressly or by necessary implication, are to survive its expiry or termination such as confidentiality obligations of the successful bidder.
- 8.12.3 Upon cancellation of order for any reason whatsoever, the successful bidder shall return to the Department any and all confidential information and any other property of the Department.
- 8.12.4 The department may procure services similar to those undelivered, upon such terms and in such manner, as it deems appropriate, at the risk and responsibility of the successful bidder and the successful bidder shall be liable for any additional costs for such services.
- 8.12.5 The successful bidder shall continue the performance of the order to the extent not terminated.

8.12.6 Upon cancellation of order for whatsoever, the department shall have the right to perform the following penalties: -

- 8.12.6.1 Forfeiture of earnest money
- 8.12.6.2 Imposition of liquidated damage.
- 8.12.6.3 Putting supplier on holiday.
- 8.12.6.4 Blacklisting of the bidder
- 8.12.6.5 Forfeiture of bank Guarantee (s)
- 8.12.6.6 Risk Purchase on the expenses of vendor.

8.13 Termination of Contract

8.13.1 Termination for default

- 8.13.1.1 CRID may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 14 days, sent to the Successful Bidder, terminate the contract in whole or part, (i) if the Successful Bidder fails to deliver any or all of the goods within the time period(s) specified in the Contract, or fails to supply the items as per the Delivery Schedule or within any extension thereof granted by CRID; or If the Successful Bidder fails to perform any of the obligation(s) under the contract; or (iii) if the Successful Bidder, in the judgment of CRID, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.
- 8.13.1.2 In the event CRID terminates the Contract in whole or in part, CRID may procure & deliver, upon terms and in such manner as it deems appropriate, the goods and services similar to those and delivered and the Successful Bidder shall be liable to CRID for any additional costs for such similar goods. However, the Successful Bidder shall continue the performance of the contract to the extent not terminated.
- 8.13.1.3 Upon cancellation of contract for whatsoever, CRID shall have the right to perform the following penalties: -
 - 8.13.1.3.1 Forfeiture of earnest money
 - 8.13.1.3.2 Imposition of liquidated damage.
 - 8.13.1.3.3 Putting supplier on holiday.
 - 8.13.1.3.4 Black listing of the bidder
 - 8.13.1.3.5 Forfeiture of bank Guarantee (s) and Security deposit

8.13.2 Termination for Insolvency

CRID may at any time terminate the Contract by giving written notice with a notice period of 14 days to the Successful Bidder, if the Successful Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to CRID.

8.13.3 Termination for Convenience

CRID may by written notice, with a notice period of 14 days sent to the Successful Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for CRID's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the Successful Bidder is not entitled to any compensation whatsoever.

8.14 Single point of contact

The Successful Bidder shall nominate and intimate CRID, an Account Manager for Single Point of Contact (SPOC), who shall be responsible for effective delivery of work complying with all the terms and conditions. The Successful Bidder shall ensure that the Account Manager fully familiarizes with the Tender Conditions, Scope of Work and deliverables.

8.15 Assigning of Tender whole or in part

The successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. The Bidder shall not under-let or sublet to any person(s) or body corporate for the execution of the contract or any part thereof without the prior written consent of CRID.

8.16 Liquidated Damages (LD)

A penalty will be levied at the rate specified in the Contract Format for non-fulfillment of delivery schedule subject to the force Majeure conditions. Even If the work is not completed in full beyond this period, such performance may entail termination of contract and black listing of the Successful Bidder from participating in any of the CRID's Tender. This alone will not relieve the Successful Bidder and the difference in cost of the items purchased through other technically qualified Bidders or any other alternative sources will be recovered from the Successful Bidder.

8.17 Other Conditions

8.17.1 The final decision would be based on the technical capacity and pricing of the Bidder. CRID does not bind itself in selecting the bidder offering lowest prices.

8.17.2 CRID reserves the right not to accept lowest price, to reject any or all the tenders without assigning any reason, to relax or waive any of the conditions stipulated in the terms and conditions of tender as deemed necessary in the best interest of CRID for good and sufficient reasons.

8.18 Arbitration and Jurisdiction

8.18.1 In case of any dispute, the matter will be referred to a Sole Arbitrator to be appointed by the Special Secretary (IT) and/or the Treasurer, CRID in accordance with the "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chandigarh India and the language English only.

8.18.2 Subject to the above, the Courts at Chandigarh alone only shall have jurisdiction in the matter.

SECTION-9
FORMAT TO RESPOND TO TENDER

Format 1(PRE-QUALIFICATION-CUM-TECHNICAL BID)
(To be submitted on its Letterhead by the bidder)

The Special Secretary (IT) and the Treasurer, CRID
 Citizen Resources Information Department (CRID)
 SCO 109-110 Sector 17 B, Chandigarh. 160017

Dear Sir,

Subject: e-Tender/CRID/TDS/VC/2025-26

- 1) Having examined the Tender document, I/We [name of the bidder (s)], the undersigned, herewith submit our response to your Tender Notification dated ____ for selection of vendor for the **VC Equipments** _____ in full conformity with the said tender document no ____.
- 2) I/We have read the provisions of the Tender document and confirm that these are acceptable to us. Hence, we are hereby submitting our Bid.
- 3) I/We agree to abide by this Tender, consisting of this letter, financial bid and all attachments, for a period of 180 days from the closing date fixed for submission of bid as stipulated in the Tender document.
- 4) I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption, in force in India.
- 5) I/We understand that the department is not bound to accept/annul any bid received in response to this Tender.
- 6) In case, I/We are engaged by the department as service provider contractor for supply of ordered items/goods/items of turnkey projects, I/We shall provide all assistance/cooperation required by the department appointed auditing agencies officials for performing their auditing and inspection functions. I/We understand that our non-cooperation for the same shall be grounds for termination of service/contract.
- 7) In case, I/We are engaged as a vendor, we agree to abide by all the terms & conditions of the Contract and Guidelines issued by the department from time to time.
- 8) I/ We have submitted requisite fee and EMD as per procedure laid in the Tender. All other required documents (details given in summary table below) as per the stated Qualification Criteria
- 9) Our Entity's profile is as under:-

S#	Required Details	Information	
1.	Legal Name of Entity		
2.	Type of Business	Type of Business	Yes/ No
		Corporation	
		Individual	
		Sole Proprietorship	
		Joint Venture	
		Partnership	
		Limited Liability Partnership	
		If other (Please specify)	
3.	Company Identification No. (CIN)		
4.	Business Address: City District State Zip code Telephone Nos.: Contact email:		
5.	Registered Address of the Company: Address: City District State Zip code		

S#	Required Details	Remarks
	Contact Person: Telephone Nos.: Contact email: Company Website URL	
6.	PAN No. of bidder TAN No. of bidder VAT or CST of bidder	
7.	Has the firm transacted business under any other previous names? If yes, under which name business transacted	<input type="checkbox"/> Yes <input type="checkbox"/> No
8.	Ownership of the Company/Firm: Whether Company owned or controlled by parent Company? If yes, complete the following: Legal name of the parent company Full address of parent company Street City District State Zip/Pin	<input type="checkbox"/> Yes <input type="checkbox"/> No
9.	Relationship with the parent company	<input type="checkbox"/> Subsidiary <input type="checkbox"/> Division
10.	Date of ownership	
11.	Shareholding pattern of Parent Company:	
	Percentage of shares held by the parent company	
	Other majority shareholders in the Indian Company	
	Details of Board of Directors	
12.	Name of Bid and Contract Signing Authority - I Name Designation Contact No. Email: Power Of Attorney or resolution of Board of Directors through which authorized as signatory Authority - II Name Designation Contact No. Email: Power Of Attorney or resolution of Board of Directors through which authorized as signatory	
13.	Memorandum of Association and Articles of Association of the company Bye Laws and certificates of registration (in case of registered firm)	
14.	Whether MOA of Bidding Company allows entering into the bid of respective services? If yes, indicate the relevant clause.	

10) Our Entity's Financial Details is given as under:-

S#	Required Details	Remarks
1.	Authorized Capital of the Indian Company	
2.	Paid up Capital of the Company	
3.	Turnover of the Indian company for last three years	

4.	Net worth of the Indian company for last three years	
5.	Profit of the Indian company for last three years	
6.	Customer references	
7.	Past 1-3 year supply record	
8.	Quality certificates received, if any	
9.	Customer approval letters if any	
10.	Awards and recognition received , if any	
11.	After sales support mechanism	

11) Our entity's Legal Details

S#	Required Details	Remarks
1.	Whether in the past five years prior to the date of this application, has this entity or any principal of the entity has been deemed to be in default on any contract, or been forcefully terminated from any contract of any Organization? If yes, state the names of the entity, relationship to firm and the circumstances.	<input type="checkbox"/> Yes <input type="checkbox"/> No.
2.	Whether an undertaking (Affidavit) submitted that the bidder has not been blacklisted/debarred by any central/state Government department/organization	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.	Whether an undertaking submitted to the effect that there has been no litigation with any Government department/organization on account of similar services	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.	Whether the entity has undergone legal proceedings in the past three years. If yes, Submit details	<input type="checkbox"/> Yes <input type="checkbox"/> No

Technical part

I/We hereby tender for the _____ and provision of services during the warranty period, as per the specifications given in this Tender document within the time specified and in accordance with the specifications and instructions

S#	Item Descriptions	Qty.	Make	Model
1.	MCU (1+1 HA Mode)	01		
2.	CODEC	28		
3.	CAMERA	28		
4.	MIC	28		
5.	REMOTE	28		

Delivery & installation Locations:

S#	Location & Address		Item	Approx. Qty.	
1.	State Network Management Center (SNMC)	Sector-17, Chandigarh	MCU (1+1 HA Mode)	1	Nos.
2.	Haryana Civil Secretariat	Sector-1, Chandigarh	VC Endpoint	1	No.
3.	Chief Secretary Office, Haryana	Sector-1, Chandigarh	VC Endpoint	1	No.
4.	Haryana Niwas	Sector-3, Chandigarh	VC Endpoint	1	No.
5.	Haryana Raj Bhawan	Sector-6, Chandigarh	VC Endpoint	1	No.

S#	Location & Address		Item	Approx. Qty.	
6.	District Network Management Centers (DNMC)	Ambala	VC Endpoint	1	No.
7.	District Network Management Centers (DNMC)	Bhiwani	VC Endpoint	1	No.
8.	District Network Management Centers (DNMC)	Charkhi Dadri	VC Endpoint	1	No.
9.	District Network Management Centers (DNMC)	Faridabad	VC Endpoint	1	No.
10.	District Network Management Centers (DNMC)	Fatehabad	VC Endpoint	1	No.
11.	District Network Management Centers (DNMC)	Gurugram	VC Endpoint	1	No.
12.	District Network Management Centers (DNMC)	Hisar	VC Endpoint	1	No.
13.	District Network Management Centers (DNMC)	Jhajjar	VC Endpoint	1	No.
14.	District Network Management Centers (DNMC)	Jind	VC Endpoint	1	No.
15.	District Network Management Centers (DNMC)	Kaithal	VC Endpoint	1	No.
16.	District Network Management Centers (DNMC)	Karnal	VC Endpoint	1	No.
17.	District Network Management Centers (DNMC)	Kurukshetra	VC Endpoint	1	No.
18.	District Network Management Centers (DNMC)	Mahendragarh	VC Endpoint	1	No.
19.	District Network Management Centers (DNMC)	Nuh	VC Endpoint	1	No.
20.	District Network Management Centers (DNMC)	Palwal	VC Endpoint	1	No.
21.	District Network Management Centers (DNMC)	Panchkula	VC Endpoint	1	No.
22.	District Network Management Centers (DNMC)	Panipat	VC Endpoint	1	No.
23.	District Network Management Centers (DNMC)	Rewari	VC Endpoint	1	No.
24.	District Network Management Centers (DNMC)	Rohtak	VC Endpoint	1	No.
25.	District Network Management Centers (DNMC)	Sirsa	VC Endpoint	1	No.
26.	District Network Management Centers (DNMC)	Sonipat	VC Endpoint	1	No.

S#	Location & Address		Item	Approx. Qty.	
27.	District Network Management Centers (DNMC)	Yamunanagar	VC Endpoint	1	No.
28.	Haryana Bhavan, Copernicus Marg	New Delhi	VC Endpoint	1	No.
29.	Guest House, Chanakyapuri	New Delhi	VC Endpoint	1	No.
	Total Count			29	

Yours Sincerely,

Authorized Signatory (ies) [In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of Bidding Company/Firm: _____

Address: _____ (Affix the Official Seal of the Bidding Company)

Format 2 (COMMERCIAL BID)
(To be uploaded by the bidder in given Excel Sheet on NIC Portal only)

To,
The Special Secretary (IT) and the Treasurer, CRID
Citizen Resources Information Department (CRID)
SCO 109-110 Sector 17 B, Chandigarh. 160017

Subject: e-Tender/CRID/TDS/VC/2025-26

I/We hereby tender for the _____ and provision of services during the warranty period, as per the specifications given in this Tender document within the time specified and in accordance with the specifications and instructions. Mentioned below are the rates quoted in the prescribed format are FOR destination inclusive of all taxes: -

S#	Item Description		Qty.	UoM	Basic Unit Price (₹)	Applicable Taxes & Duties/ GST	Unit Price All inclusive	Total
A	B		C	D	G	H	I=G+H	J=I*C
1.	A	MCU (1+1) with 1 year warranty (< 70% of X1)	1	Nos.				
	B	2 nd year warranty						
	C	3 rd year warranty						
	D	4 th year warranty						
	E	5 th year warranty						
	F	6 th year warranty / CAMC						
	G	7 th year warranty / CAMC						
	X1	Total value						
2.	A	CODEC with 1 year warranty (< 70% of X2)	28	Nos.				
	B	2 nd year warranty						
	C	3 rd year warranty						
	D	4 th year warranty						
	E	5 th year warranty						
	F	6 th year warranty / CAMC						
	G	7 th year warranty / CAMC						
	X2	Total value						
3.	A	CAMERA with 1 year warranty (< 70% of X3)	28	Nos.				
	B	2 nd year warranty						
	C	3 rd year warranty						
	D	4 th year warranty						
	E	5 th year warranty						
	F	6 th year warranty / CAMC						
	G	7 th year warranty / CAMC						
	X3	Total value						
4.	A	MIC with 1 year warranty (< 70% of X4)	28	Nos.				
	B	2 nd year warranty						
	C	3 rd year warranty						
	D	4 th year warranty						
	E	5 th year warranty						
	F	6 th year warranty / CAMC						
	G	7 th year warranty / CAMC						
	X4	Total value						
5.	A	REMOTE with 1 year warranty (< 70% of X5)	28	Nos.				
	B	2 nd year warranty						
	C	3 rd year warranty						
	D	4 th year warranty						
	E	5 th year warranty						
	F	6 th year warranty / CAMC						
	G	7 th year warranty / CAMC						
	X5	Total value						
		Total Amount (X1 + X2 + X3 + X4 + X5)						

Note:

1. The L1 will be discovered on total bid value as per above Table.
2. The number of items may be increased/decreased at any time.
3. The price of each of the items with 1 year warranty should be less than 70% of the total price for that item e.g. price of the A1 should be less than 70% of the total price of X1.
4. The bid found in any other currency shall be summarily rejected.
5. No upward revision shall be allowed in the case of any fluctuation in the foreign currency
6. Period of Delivery: We do hereby undertake that in the event of acceptance of our bid, the supply of mentioned items will be completed within stipulated delivery period as motioned in RFP from the date of issues of purchase order unless otherwise specified in the purchase order.
7. Terms of Delivery: The landed prices quoted are inclusive of current Excise Duty, Freight, Insurance, Sales Tax, etc.
8. We agree to abide by our offer for a period of 180 days from the date fixed for opening of the “commercial e-bids” and that we shall remain bound by a communication of acceptance within that time.
9. We hereby certify that we have read and understood the terms and conditions applicable to the bidder and we do hereby undertake to supply as per these terms and conditions.
10. Validity of commercial bid: should be 180 days from the date of opening of commercial offers
11. A company and the person signing the bid/offer is the constituted attorney.

We do hereby undertake that until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the Contract shall constitute a binding Contract between us.

Yours Sincerely,

Authorized Signatory (ies)[In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of Bidding Company/Firm: _____

Address: _____ *(Affix the Official Seal of the Bidding Company)*

Annexure 1

Bidding Document Acknowledgement Form
(To be enclosed with technical bid)

To,
The Special Secretary (IT) and the Treasurer, CRID
Citizen Resources Information Department (CRID)
SCO 109-110 Sector 17 B, Chandigarh. 160017

Subject: e-Tender/CRID/TDS/VC/2025-26

I/We hereby acknowledge we have downloaded a complete set of Bidding Document enclosed to the "Invitation for Bid" pertaining to tender Notification dated _____ along with corrigendum, if any, for the selection of vendor for the supply of mentioned items

I/We have noted that the closing date for receipt of this tender document by CRID is _____ at 2:30 PM.

I/We guarantee that the contents of the above said Bidding Documents will be kept confidential within our organization and text of the said documents shall remain the property of CRID and that the said documents are to be used only for the purpose intended by CRID. **Duly signed and stamped copy of tender document is also enclosed.**

Authorized Signatory (ies)[In full and initials]: _____
Name and Title of Signatory (ies): _____
Name of Bidding Company/Firm: _____
Address: _____ (Affix the Official Seal of the Bidding Company)

Annexure 2

Format for not blacklisted
(To be enclosed with Technical bid on non-judicial stamp paper)

Date:

AFFIDAVIT

From (Name of bidder)

Subject: e-Tender/CRID/TDS/VC/2025-26

The Special Secretary (IT) and the Treasurer, CRID,
Citizen Resources Information Department (CRID), SCO 109-110 Sector 17 B, Chandigarh. 160017

I, _____ son of Sh. _____ resident
of _____ do hereby solemnly affirm and
declare as under: -

That we M/s _____ hereby confirm that
we M/s _____ has not been blacklisted by
any State Government/ Central Government/ Public Sector Undertakings during the last three years
and further confirm that our EMD/SD/Performance bank guarantee has not been forfeited by any
State Government / Central Government / Public Sector Undertakings during the last three years
due to our non-performance, non-compliance with the tender conditions etc.

That we M/s _____ hereby declare that
all the particulars furnished by us in this Tender are true to the best of my/our knowledge and I/We
understand and accept that if at any stage, the information furnished is found to be incorrect or
false, I/We am/ are liable for disqualification from this tender and also are liable for any penal
action that may arise due to the above.

That we M/s _____ certify that no
refurbished components are used in the manufacturing and supply of Quoted Items and its related
accessories / tendered items.

That in case of violation of any of the conditions above, We M/s _____
understand that We M/s _____ are liable to be blacklisted by CRID for a
period of three years from participating any tender published by Haryana Government.

Place:

Deponent

Date:

Verified that the contents of the above affidavit of mine are true and correct to the best of my
knowledge and nothing has been concealed therein.

Date:

DEPONENT

ATTESTED BY (NOTARY PUBLIC)

Annexure 3**Statutory Undertaking**
(To be enclosed with Technical bid)

Date: _____

The Special Secretary (IT) and the Treasurer, CRID
Citizen Resources Information Department (CRID)
SCO 109-110 Sector 17 B, Chandigarh. 160017

Subject: e-Tender/CRID/TDS/VC/2025-26

I/We (**Name of the Bidder**) having registered office at (**Address of the registered office**) and local office at (Address of the local office), hereby declare and confirm that-

- 1) The contents of the Tender have been carefully gone through and we undertake to fully comply with the terms and conditions specified in the tender document including addendum, if any thereof.
- 2) I/We are not engaged into litigation as of date with any Government Department/ PSU/ Autonomous body on account of similar services for indulging in corrupt or fraudulent practices. We also confirm that we are not determined non-performing by any of the entities specified above.
- 3) Neither the Bidder nor any of its Directors are the subject of criminal or civil proceedings that could be expected to adversely affect its business or its ability to Bid in the present tender.
- 4) We understand that the technical Bid, if found incomplete in any respect and/or if found with conditional compliance or not accompanied with the requisite Bid Security/ Earnest Money Deposit, shall be summarily rejected.
- 5) We understand that if at any time, any averments made or information furnished as part of this Bid is found incorrect, then its Bid and the contract if awarded on the basis of such Bid shall be cancelled.
- 6) We offer to execute the work in accordance with the Terms of Reference and Conditions of Contract of this Tender.
- 7) The information provided in the technical proposal (including the attachments) is true, accurate and complete to the best of my knowledge & belief.

Authorized Signatory (ies)[In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of Bidding Company/Firm: _____

Address: _____ (Affix the Official Seal of the Bidding Company)

Annexure 4

Technical Compliance
(To be enclosed with Technical bid)

To,
The Special Secretary (IT) and the Treasurer, CRID
Citizen Resources Information Department (CRID)
SCO 109-110 Sector 17 B, Chandigarh. 160017

Subject: e-Tender/CRID/TDS/VC/2025-26

I/We M/S----- having registered office at (Address of the registered office) and local office at (Address of the local office), hereby declare and confirm that the specifications of the items offered match/exceed the ones quantified as minimum requirements in the Tender document.

I/ We, M/S----- further undertake that following Equipments to be supplied by us hereunder shall be brand new, free from all encumbrances, defects and faults in material, workmanship and manufacture shall be of the highest grade and quality and consistent with the established and generally accepted standards for materials of the type ordered shall be in full conformity with the specifications, drawings or samples, if any, and shall operate properly: -

Minimum Technical Specification of VC Equipment: -

MCU:-

S#	Description	Minimum Technical Specifications of Hardware Based On-Premise MCU Solution (60 Full HD ports)	Technical Compliance Yes/No
1	Solution Design	The core video infrastructure solution including MCU, Gatekeeper, Device Management Server, Web Collaboration Server and Firewall Traversal should be deployed. All the software applications deployed as a part of complete solution must be on a dedicated server or a virtual server . To avoid a single point of failure, all solution should be designed with Local High Availability / Redundancy mode.	
2	Hardware	The MCU must to be a secure dedicated enterprise grade server or virtualized server on a dedicated hardware with appropriate licenses for all software components for a period of 5 years. After 5 years the system should continue to work in the same setup for at least 2 more years without extra cost except CAMC cost discovered under price bid.	
3	MCU Features	The solution must support at least 60 FHD calls from Hardware Based H.323 or SIP based VC Endpoints and up to 150 Web Browser calls from day one. In case no hardware based VC Endpoint joins into MCU Call then the solution should support up to 200 Web Browser based calls.	
		There must not be any artificial limits imposed in terms of creating number of conference rooms/IDs. Additionally, it should be possible to preassigned 200 meeting rooms / IDs dedicated for end users. The MCU solution must support at least 6 simultaneous conferences at any given point of time. The conference licenses must not be tagged in any manner - to an end point, a soft client or a named user employee. They must be freely floating for any user to	

S#	Description	Minimum Technical Specifications of Hardware Based On-Premise MCU Solution (60 Full HD ports)	Technical Compliance Yes/No
		utilize.	
		It must be possible to see at least 16 sites simultaneously on the screen. The MCU should have at least 8 layouts or more from day one.	
		The end points (respective user(s)) must have the capability to change their local video layout.	
		MCU must support embedded site naming, site name edit feature, active speaker functionalities. Centre / Larger Pane layout should be available for active speaker.	
		The MCU should support on-screen text messaging on video endpoints, so that if there's a delay in starting a meeting, participants can be informed.	
		The MCU should support on-screen display of Conference Indicators to show total number of Audio and Video participants in active conference(s).	
4	Gatekeeper	<p>The solution must have native support for H.323 & SIP with the ability of 300 devices registrations for H.323 gatekeeper and SIP registrar from day one and should be scalable to 500 device registrations in future on the same server through software licenses only. The number of concurrent calls supported must be 200 from day one.</p> <p>The software application / complete solution must be hosted on a dedicated server or Virtualized instance to avoid a single point of failure. Performance should not be degraded on creation of VM for the purpose.</p>	
5	Device Management	The solution must include a management, scheduling (like creating time specific meeting links, random links, etc) and provisioning component with capacity of at least 300 devices from day one and should be scalable to 400 devices in future on the same server through software licenses only. The management system should support provisioning, bandwidth & device management/software upgrade and scheduling of the video endpoints of the same OEM from the management server. This software application must be hosted on a dedicated server / Virtualized instance. There should be no single point of failure. Performance should not be degraded on creation of separate VM for the purpose.	
6	Firewall Traversal	The solution must include a firewall traversal component for SIP & H.323 video endpoints and Web Browser Users. It must support at least 100 calls from day one and scalable up to 150 calls. Single server application that combines remote and B2B calling scenarios with SIP and H.323 capabilities for a seamless video collaboration experience within and beyond the firewall. This software application must be hosted on a dedicated/ Virtualized server over HA to avoid a single point of failure. Performance should not be degraded on creation of separate VM for the purpose.	
7	Software Based Client	The solution must include dedicated software-based VC client /WebRTC from the same OEM to allow calls from Laptop/ PC (Windows, MacOS) and Tablet/Mobile (Android or iOS). The software client should be able to connect to external endpoints/bridge on H.323/SIP	

S#	Description	Minimum Technical Specifications of Hardware Based On-Premise MCU Solution (60 Full HD ports)	Technical Compliance Yes/No
		protocol. It must support/integrate with other web/cloud-based software MCUs & other hardware based MCUs. The solution should be on premise Web solution.	
8	Protocols	The solution should support content sharing using standard based H.239 and BFCP over H.323 & SIP to up to Full HD @1080p resolution.	
		The solution must support H.323 and SIP (both run simultaneously) from day one.	
		The solution should support G.711, G.729A, G.722, G.722.1 or better	
		It must support clear audio and stereo sound	
		The MCU solution must support features like Lecture and Presentation etc. to meet out the requirement of a good quality VC	
9	Security	The solution must support encryption on H.323 and SIP (AES-128 / AES-256), TLS etc.	
10	Interoperability & Cascading	The solution must be interoperable with standards-based H.323 and SIP VC Endpoints, even if they are from a different OEM for all the video ports. Any hardware required to interop should be supplied from day one.	
		The solution must support both dial-in and dial-out of calls.	
		The solution must support cascading over standard protocols.	
		The complete solution should be from the same OEM as VC Endpoint for seamless feature integration benefits and interoperability.	
11	Recording Feature	The Solution must include dedicated recording solution to record at least 6 concurrent video conferencing sessions and at least 3 concurrent live streaming sessions with minimum 500 live viewing participants in total. The recording solution may be from same OEM or third party with all necessary licenses from day one. The solution should capable to record at least 50 Hours meetings.	
12	Additional items	Any Software / Hardware / Licenses required to make the offered MCU solution Go-Live, that should be provided by OEM/Bidder from Day-1.	
13	Warranty	The complete solution software (MCU, Gatekeeper, Firewall Traversal, and Video Endpoints) should be from the same OEM. Device Management Server, Web Collaboration Server, Recording and Streaming solution may be from same OEM or third party. The complete solution should be provided with 5 years of onsite warranty & support from date of acceptance. After expiry of warranty period of 5 years the system should continue to work in the same setup for at least additional 2 years without extra cost except the CAMC rates.	
14	Training	Hands on Training 2-3 Weeks / 2-3 Batches as per requirements	

VC Endpoint:

Minimum Technical Specifications of Room Based VC Endpoint			Technical Compliance Yes/No
The proposed system must support PAL/equivalent with PTZ camera. The codec must be based on ITU-T standards & hardware based. No software based solution will be accepted. All components of the VC system like Codec, Camera, Microphone and Remote Control / Touch Panel should be from the same OEM.			
1	Package	Full HD 1080p30 or Higher PTZ Camera, Codec, Omnidirectional Microphone and Remote Control / Touch Panel from the same OEM.	
2	Video Standards and Resolutions	It should support H.323 & SIP standards for communications.	
		It should support interoperability and bandwidth saving using video compression H.264 AVC, H.265 or better	
		It should support 720p30 FPS, 1080p30 FPS or Higher	
3	Content Standards and Resolutions	It should support both wired and wireless content sharing using standard based H.239 and BFCP & etc. It should also support audio from Laptop used for content sharing.	
		It should support inbuilt feature for wireless content sharing from Windows, MacOS, Android, iOS Smartphones & Tables with / without downloading any application on the user device. If the same feature is not natively built into the VC codec then external third-party system can be provided by the bidder to achieve the same functionality.	
4	Audio Standards and Features	It should support G.711, G.729 / G.729A/ AAC-LD, G.722, G.722.1 or better	
		It should support 20kHz or better bandwidth with crystal clear audio and stereo sound.	
		Automatic Gain Control and Automatic Noise Suppression	
5	Video and Audio Inputs	1 x HDMI/HDCI/USB input for connecting main Full HD camera	
		1 x HDMI input to share 4K/Full HD content from PC/Laptop/Document camera/PTZ Camera.	
		Min. 1 x HDMI / USB inputs to connect additional PTZ cameras from same OEM to capture whiteboard/presenter and podium area in future whenever required.	
		Min. 2 x Microphone inputs or more with support for minimum 2 omnidirectional mics. The bidder needs to quote 1 omnidirectional microphone with mute/unmute touch button on the microphone. Each microphone should have at least 20 feet pickup range.	
		1 x RCA/3.5mm stereo line-in	
6	Video and Audio Outputs	2 x HDMI output for connecting primary and secondary at least Full HD displays.	
		1 x RCA/3.5 mm stereo line-out	
7	Other Interfaces	1 x 10/100/1000 Ethernet port	
		1 x USB to support system software upgrade/ future use	
		Wi-Fi 802.11a/b/g/n/ac (MIMO) for Wireless Content Sharing	
		1 x RS-232 Serial interface or equivalent to connect external RS-232/RJ45 controller	
8	Camera	1/2.7" CMOS sensor and 70° Horizontal Field of View or more	

Minimum Technical Specifications of Room Based VC Endpoint			Technical Compliance Yes/No
		The camera should support minimum 10X Optical Zoom or better, Min. PAN +/-170°, Tilt Min. +20°/-20° & minimum 10 camera presets. Auto focusing should be available.	
		Video Conference Camera and Codec should be controlled using same remote control / Touch Panel	
9	Network Features	H.323 and SIP bandwidth supporting up to 6 Mbps or more.	
		Must support IPv4 and IPv6 from day one on both H.323 and SIP.	
		Auto Gatekeeper Discovery, Lost Packet Recovery (LPR) technology/ FEC/ SRT technology, IP Precedence / DiffServ, Configurable MTU size	
10	USB Pass-Thru Mode	The system should have inbuilt/external functionality to use the VC system as an external camera and microphones when connected to a Laptop/PC over a single USB cable with or without using any external hardware components to connect to any Cloud Based VC platform like Cisco Webex, Zoom, BlueJeans, Microsoft Teams, Google Meet, etc. without degrading the Video & Audio quality.	
		The system should be able to support up to 1080p30fps video transmit in USB Pass-thru mode.	
		It should be possible to Mute/Unmute all the microphones and control camera functionality from the same remote/Tab control during USB pass-thru mode.	
		The system should be supplied with 9 mtrs. or more. single USB 2.0 or Higher cable from the same OEM for USB Pass-thru mode for seamless functionality.	
11	Security	Media Encryption (H.323, SIP): AES-128, AES-256, H.235 or better support etc.	
		Authenticated access to admin menus, web interface and APIs	
		Local account password policy configuration	
		Global Directory/Centralized Directory/LDAP support	
12	Other Standards/features	H.460.18, H.460.19, SSL, TLS & etc	
13	Warranty & on-site support	The complete solution should be from the same OEM with 5 years onsite warranty & support from the date of acceptance. The 3rd party devices should be certified by the Endpoint OEM	
14	The proposed camera and Endpoint should not be End of support declared either in bundle and individual at least 18 months from the End of Sale at the time of bid. If any component will be quoted bid liable to reject. The proposed equipment should be in warranty or CAMC (as applicable) till the scope of work in the bid.		

Note: The Compliance of each category should be submitted as per Minimum Technical Specification of each category on OEM and Bidder letterhead.

Authorized Signatory (ies)[In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of Bidding Company/Firm: _____

Address: _____ (Affix the Official Seal of the Bidding Company)

Annexure 5

Certificate of Dealership/Authorization Letter/Warranty

(To be provided by the OEMs of devices as mentioned in this tender document on their Letterhead) to be enclosed with Technical bid

Dated: _____

The Special Secretary (IT) and the Treasurer, CRID
Citizen Resources Information Department (CRID)
SCO 109-110 Sector 17 B, Chandigarh. 160017

Subject: E-Tender/CRID/TDS/VC/2025-26

Dear Sir/Madam,

We, [Insert OEM Name], regarding the bid submitted for E-Tender/CRID/TDS/VC/2025-26 declare that:

1. <Name of Bidder> have due authorization from us to provide product(s) listed below and related services of warranty, licensing and maintenance
2. We also certify that the below mentioned product being supplied by the <Bidder> meets the minimum specifications given in the Tender document.
3. We will provide comprehensive warranty support as per the requirement of this tender for the total contract period as per RFP.
4. In case there is a shortfall in overall warranty period due to the time gap between installation date and Go-Live date, we will ensure to support the Purchaser through the bidder for back-to-back warranty for the shortfall period. In case, the bidder is not associated with the project at any stage, the back-to back warranty shall be extended through our Authorized Service Provider/ alternate SI selected for this project by the Purchaser. This is to ensure that the overall warranty as per the scope and terms & conditions of the RFP is complied with.

The authorization will remain valid till <Date of renewal of dealership>

Sr. No.	Product Name
1	<Fill Model number and Product name>
2	...

Authorized Signatory (ies)[In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of Bidding Company/Firm: _____

Address: _____ (Affix the Official Seal of the Bidding Company)

Annexure 6

Undertaking for honoring warranty

(To be enclosed with Technical bid and to be submitted by the bidder on its letter head)

Dated:-

**The Special Secretary (IT) and the Treasurer, CRID
Citizen Resources Information Department (CRID)
SCO 109-110 Sector 17 B, Chandigarh. 160017**

Sub: Undertaking for honoring warranty for the period indicated in the contract

This bears reference to our quotation Ref. _____ Dated _____

We warrant that,

- 1) All Products supplied by us shall be brand new (purchased within 2 months of the date of supply), free from all defects and faults in material, workmanship and manufacture. They shall be of the highest grade and quality and shall be consistent with the established industry standards.
- 2) We shall provide the documentary proof for warranty and proof of purchase at the time of deployment of infrastructure
- 3) None of the components and sub-components are declared "End-of-sale" by the respective OEM in next Two (2) years as on date of submission of Bid.
- 4) If the infrastructure supplied by us is not-supported by the OEM during the period of contract for any reason, we will replace the product with a suitable higher alternate for which support is provided by the OEM at no additional cost to the department and without impacting the performance or timelines of this engagement
- 5) We would provide on-site maintenance of the installed system for a period of 5 years from the date of commissioning/acceptance of the system within the price quoted by us in the Commercial Bid.
- 6) We, [Insert Bidder's Name], regarding our bid submitted for e-Tender/CRID/TDS/VC/2025-26 declare that in case, there is a shortfall in overall warranty period due to the time gap between installation date and Go-Live date, we will ensure back-to-back OEM warranty for equipment for the shortfall period in order to comply with the scope and terms & conditions of the RFP, without any additional cost to the purchaser.

Authorized Signatory (ies)[In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of Bidding Company/Firm: _____

Address: _____ (Affix the Official Seal of the Bidding Company)

Annexure 7
Checklist to be enclosed with Technical bid

The Special Secretary (IT) and the Treasurer, CRID
Citizen Resources Information Department (CRID)
SCO 109-110 Sector 17 B, Chandigarh. 160017

Subject: e-Tender/CRID/TDS/VC/2025-26

We M/s _____ has enclosed documentary evidence for fulfilling the Eligibility in the Technical Bid and other requirement laid in the tender document.

S#	Clause	Documents Required	Document Attached Yes/No	Pg. No.
1.	Processing fee for Tender should be submitted.	The Payment for Tender Document Fee ₹ 10,000/- (Rupees Ten Thousand Only) i.e (₹ 10,000/- + 18% GST) and ₹1,180/- eService Fee i.e. (₹ 1000 + 18% GST) can be made by eligible bidders through Online Mode at NIC Portal in favor of Citizen Resource Information Department (CRID), Govt. of Haryana. Scanned copy of Online Payment Receipt should be uploaded with technical e-bid.		
2.	EMD should be submitted.	The Payment for EMD of ₹ 10,00,000/- (Rupees Ten Lacs only) can be made by eligible bidders through Online Mode at NIC Portal in favor of Citizen Resources Information Department (CRID), Govt. of Haryana. Scanned copy of Online Payment Receipt should be uploaded with technical e-bid.		
3.	<p>A) The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors of the Bidding Company to sign the Bid on their behalf.</p> <p style="text-align: center;">Or</p> <p>B) The Signatory signing the Bid should be duly authorized by the Bidding Company to sign the Bid on their behalf supported with The Power of Attorney duly attested by Company signatory</p>	<p>A) A Certificate from the Company Secretary of the Bidder certifying that the Bid signatory is authorized by the Board of Directors of the Company to do so, with acceptance of board resolution, resolution number and date.</p> <p style="text-align: center;">Or</p> <p>B) The Power of Attorney duly attested by Company signatory.</p>		
4.	The bidder must be an OEM or their National Distributor. However, in case, OEM or their National distributors are	The OEM must be registered in India under the Indian Companies Act, 1956. (copy of Registration certificate must be submitted) Certificate / license of Manufacturing is		

S#	Clause	Documents Required	Document Attached Yes/No	Pg. No.
	<p>not directly participating in the tender then the OEM can authorize any Indian firm/dealer/SI to participate in the tender.</p> <p>Bidder can also be a startup as defined by Govt. of Haryana, Industries & Commerce Department vide policy circular no. 2/2/2016-4I-BII dated 13.08.2021. The said policy circular is available on the website of DGS&D, Haryana i.e. http://dsndharyana.gov.in/en-us/Purchase/Rules-instruction-and-procedure/Instructions</p>	<p>required, in case bidder is an OEM. Certificate of dealership / authorization letter as per the Annexure-5 from OEM in case bidder is any National Distributor or Indian firm/dealer/SI etc.</p> <p>The OEM must be registered in India under the Indian Companies Act, 1956. (copy of Registration certificate must be submitted)</p> <p>In case of startups, the prior turnover and prior experience shall be applicable as defined by Govt. of Haryana, Industries & Commerce Department vide policy circular no. 2/2/2016-4I-BII dated 13.08.2021. The clause of OEM/authorized distributor / Dealer / agent shall not apply for startups as startups have to bid directly.</p> <p>(For VC Equipment's)</p>		
5.	<p>The bidder must be registered in India under the Indian Companies Act, 1956/ Partnership Act 1932 / sole proprietorship (with VAT & Service Tax registration) firm and should be in existence in India for at least the last 3 financial years, as on date of submission of bid.</p>	<p>The bidder shall provide the Certificate of Incorporation for Registered Companies, Partnership Deed for Partnership Firms / GST Registration Certificate for Sole Proprietorship Firms.</p>		
6.	<p>OEM Qualification Criteria The OEM should be in the manufacturing of offered products (or similar product line) for at least last 3 financial years</p> <p>(For VC Equipment's)</p>	<p>Copies of work orders proving at least 3 years of manufacturing by supplying Workorders or contracts, one each from any of the following Financial Years 2022-23, 2023-24, 2024-25, current FY/ before bid submission date.</p> <p>In case, OEM does not possess Workorder/contract for any of the above-mentioned FYs, Work Orders/contract of previous two years can also be shared i.e. 2021-22, 2020-21 in order to prove OEM in manufacturing business.</p>		
7.	<p>The OEM should have executed orders of 100% of estimated tender value or supplied at least 100% of tender quantity of respective items in any 3 financial years out of last 5 financial years. The orders should be executed on behalf of States or Central Govt. / PSUs / Central or State Universities / Scheduled Banks/TSP (Telecom Service Provider).</p>	<p>Certified letter from the concerned Client(s) confirming the total amount, date of engagement and successful completion of order within the time stipulated in work order.</p> <p>i.e. 2020-21, 2021-22, 2022-23, 2023-24, 2024-25, current FY/ till bid submission date.</p> <p>(For VC Equipment's)</p>		
8.	<p>Authorized distributors / dealer / agent etc., they should be in the business of VC/Networking Equipment</p>	<p>Copies of work orders or contract proving at least 3 years, one each from any of the following Financial Years 2022-23, 2023-24, 2024-25, current FY/ before bid</p>		

S#	Clause	Documents Required	Document Attached Yes/No	Pg. No.
	at least for the last 3 financial years	submission date. In case, bidder does not possess Workorders/ contracts for any of the above-mentioned FYs, Work Orders/contracts of previous two years can also be shared i.e. 2020-21, 2021-22.		
9.	The bidder average turnover during last 3 financial years should be at least 80% of estimated tender value.	Audited Balance sheet and Profit & Loss account statement / CA Certificate of the Bidder for any of the 3 out of the 4 financial years i.e. FY 2021-22, 2022-23, 2023-24, 2024-25.		
10.	The bidder should have executed orders in the last 3 financial years. The orders should be executed on behalf of States or Central Govt. / PSUs / Central or State Universities / Scheduled Banks/TSP (Telecom Service Provider).	Three completed orders each costing not less than the amount equal to 40% of the estimated cost. Or Two completed orders each costing not less than the amount equal to 50% of the estimated cost. Or One completed order costing not less than the amount equal to 80% of the estimated cost. For 2022-23, 2023-24, 2024-25, current FY/ till bid submission date.(Work orders & completion reports for VC Equipment Projects)		
11.	The bidder should have positive net worth (measured as paid up capital plus free reserves) in any 2 out of 4 financial years i.e. 2021-22, 2022-23, 2023-23, 2024-25	i) CA Certificate / Statutory Auditor Certificate of the Bidder confirming the net-worth and profit after Tax for any 2 out of 4 financial years i.e. 2021-22, 2022-23, 2023-23, 2024-25 ii) The net worth of the Bidder firm (manufacturer or principal of authorized representative) should not be negative and also should have not eroded by more than 30% (thirty percent) in the last three financial years.		
12.	Should not have been black listed as on date of submission of Bid.	An Undertaking as per the Annexure-2 to be submitted by bidder.		
13.	Service Center	There should be at least one OEM owned or authorized service centre in Chandigarh/Panchkula/Mohali (Tricity)/Delhi NCR. In case, OEM is not having any service centre as above, a declaration is required in OEM letterhead to establish/open the same within 01 month of date of issuance of work order which will be operational through the period of warranty. (Annexure-8(b)).		

S#	Clause	Documents Required	Document Attached Yes/No	Pg. No.
14.	ISO Certification	ISO 9001:2015/2018 or latest Certificate issued in the name of Bidder & OEM and ISO 14001 Certificate issued in the name of OEM for handling of hazardous items in the manufacturing process. (For VC Equipment's)		
15.	Product certification	As mentioned in the Technical Specification.		
16.	Certifications / Compliance	The Bidder should have all necessary certifications permissions, consents, NOCs, approvals as required under law for carrying out its business. The Bidder should have currently valid GST No. and PAN No.		
17.	No Dispute with Bidder or their OEM/Principal	At the time of submission of bids, there should be no dispute with the OEM/Bidder related to supply of any item placed by CRID. Bid of such OEM and their product/bidder will not be considered. (Annexure 13 & 14)		
18.	The concessions/Benefits are allowed to MSMEs as per Haryana State Public Procurement Policy for MSMEs-2016	The details of Haryana State Public Procurement Policy for MSMEs-2016 can be obtained from website of Directorate of Supplies & disposal Haryana (http://dsndharyana.gov.in/writereaddata / Document/1_93_1_msme_policy.pdf)		
19.	Technical Bid	Format 1		
20.	Commercial Bid	Format 2		
21.	Acknowledgement of bid document	Annexure 1		
22.	Self-Declaration on not being blacklisted	Annexure 2		
23.	Statutory undertaking	Annexure 3		
24.	Technical Compliance	Annexure 4		
25.	Certificate of Dealership/ Authorization	Annexure 5		
26.	Undertaking for honoring warranty	Annexure 6		
27.	Checklist	Annexure 7		
28.	After Sales Service Certificate	Annexure 8 (a) & 8(b)		
29.	Undertaking of Rates	Annexure 9		
30.	Format for Relaxations to Micro Small Enterprise registered in Haryana	Annexure 10		
31.	Format for Relaxations to Medium Enterprise registered in Haryana	Annexure 11		
32.	Authenticity of submitted documents/information	Annexure 12		
33.	Undertaking	Annexure-13		
34.	Undertaking Compliance regarding restrictions under Rule 144 (xi) of the General Financial Rules (GFRs),2017	Annexure-14		
35.	Tender Document	Signed and stamped copy of tender documents		

Authorized Signatory (ies)[In full and initials]: _____
Name and Title of Signatory (ies): _____
Name of Bidding Company/Firm: _____
Address: _____ *(Affix the Official Seal of the Bidding Company)*

Annexure 8

(To be enclosed with Technical bid)

AFTER SALES SERVICE CERTIFICATE

Dated:-

**The Special Secretary (IT) and the Treasurer, CRID
Citizen Resources Information Department (CRID)
SCO 109-110 Sector 17 B, Chandigarh. 160017**

Subject: e-Tender/CRID/TDS/VC/2025-26

Whereas, we M/s (Bidder Name) are established & reputable OEMs for sales & services of (Make of items) of [items name] having service offices at Tricity/Haryana/NCR. Details are as under:

S#	OEM Name	Address of Service Centre	Contact details
1.			
2.			
3.			
4.			
5.			
6.			

We do hereby confirm that:

Services including repair/replacement of defective parts will be done by us and fully backed by (name of the OEM). Replacement of defective Systems/parts will be done by equivalent or better systems/parts of the same make. We will attend all the complaints/service calls within 24 hours. Down time will not exceed beyond 48 hours. In case, down time exceeds 48 hours then we will extend the warranty period of that item(s) double of the down time.

Authorized Signatory (ies)[In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of Bidding Company/Firm: _____

Address: _____ (Affix the Official Seal of the Bidding Company)

Annexure 8(b)
(To be enclosed with Technical bid from OEM on its Letterhead)
UNDERTAKING FOR AFTER SALES SERVICE CENTRE

Dated:-

The Special Secretary (IT) and the Treasurer, CRID
Citizen Resources Information Department (CRID)
SCO 109-110 Sector 17 B, Chandigarh. 160017

Subject: e-Tender/CRID/TDS/VC/2025-26

Whereas, we M/s (OEM Name) will established our after sales service centre in Tricity/ Haryana/ NCR region with in the stipulated time period mentioned in the RFP which will be operational through the period of warranty.

In case of delay/non-compliance, the tendering authority may take appropriate action.

Authorized Signatory (ies)[In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of OEM Company/Firm: _____

Address: _____ **(Affix the Official Seal of the OEM**
Company

Annexure 9

**To be enclosed with the commercial bid
UNDERTAKING OF RATES**

Dated:-

The Special Secretary (IT) and the Treasurer, CRID
Citizen Resources Information Department (CRID)
SCO 109-110 Sector 17 B, Chandigarh. 160017

Subject: e-Tender/CRID/TDS/VC/2025-26

We M/s _____ do hereby confirm that:

The rates quoted against this offer are lowest possible and as on date we have not quoted less rates to any other customer than the rates quoted herein. In case, we quote less rates than this offer to any other customer within 1 month of the due date of this offer, then double of the difference in amount will be refunded to CRID. We also confirm that in case our Company/principal officially reduce the price before the delivery or within 15 days from the date of delivery, then the benefit for the same will be passed to CRID.

We M/s _____ further undertake that any price benefit on account of providing higher version of "Offered items" than the required/specified in this offer shall not be claimed by us either from the department.

Authorized Signatory (ies)[In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of Bidding Company/Firm: _____

Address: _____ *(Affix the Official Seal of the Bidding Company)*

Annexure 10

Format for Relaxations to Haryana based manufacturing Micro & Small Enterprises (MSEs)

Format of Affidavit

(Seeking benefits/concessions Past Performance/Experience & Purchase Preference by Haryana based manufacturing Micro & Small Enterprises (MSEs) in the State Public Procurement)

(On non-Judicial paper of ₹10/-) Subject:

e-Tender/CRID/TDS/VC/2025-26

I _____ S/o _____ aged _____ residing _____ at _____
 _____ Proprietor / Partner / Director of _____
 M/s _____ do hereby solemnly affirm and declare that: -

1. My/our above noted enterprise M/s (name and Address) _____ has been issued Manufacturing Entrepreneurs Memorandum in Haryana by the District Industries Centre _____ under acknowledgement No. _____ of dated _____ (Self Certified Copy of the same be attached as **Annexure 'A'** with this Affidavit) and has been issued for manufacture of the following items in **category Micro & small Enterprises** (please tick the either) as under:-
 - i. _____
 - ii. _____
 - iii. _____
2. That the quoted items(s) in the tender _____ is one (or more) of the item for which my/our above noted enterprise has been issued manufacturing Entrepreneurs Memorandum by the Industry Department Haryana as per details at the para 1 above.
3. That my/our above mentioned manufacturing Micro/Small Enterprises fulfils either or both of the below mentioned eligibility criteria:
 - i. That my/our above mentioned enterprise has been issued quality certification of ISI mark/ISO/Ag. Mark /any other quality mark _____ (Please tick either of the option) by _____ (name of GOI/State Govt. Agency/institution authorized by GOI/State Govt.) on _____ and the same is valid from _____ to _____ in respect of item/good (give name of item/good) _____ mentioned in the tender (self-certified copy of the relevant certificate is attached as Annexure- 'A' with this affidavit)
 - OR/AND
 - ii. That my/our above mentioned enterprises has been registered with DGS&D, GOI/NSIC/Govt. Of India Departments/ State Govt. Department/Govt. Of India Public Sector Undertakings (PSUs) or State Govt. Public Sector Undertakings (PSUs) (**Please tick one of the option as above**) in respect of name of item/goods/works/services _____ (**Name**) as mentioned in the tender for the corresponding period of time of this tender. A self-certified copy of the same attached as **Annexure 'B'** with the affidavit.
4. That in case the purchase order of the quoted item is issued to me/us, it will not be outsourced or subcontracted to any other firm and the entire manufacturing of the order item shall be done in-house by our Enterprise base in Haryana (address mentioned as at Sr. No.1). Further, the billing will be done from Haryana.

Dated: DEPONENT

VERIFICATION:

Verified that the contents of para no. 1 to 4 of the above are true and correct to my knowledge as per the official record and nothing has been concealed there in.

Dated:

Annexure 11

**Format for Relaxations to Haryana based manufacturing Medium Enterprise
Format of Affidavit**

(for seeking the benefits/concessions by Haryana based manufacturing Medium enterprises in past
Performance/Experience & Purchase Preference in the State Public Procurement)
(On non Judicial paper of ₹10/-)

Subject: e-Tender/CRID/TDS/VC/2025-26

I S/o aged residing at
_____ Proprietor/Partner/Director of M/s do hereby solemnly affirm and
declare that:-

1. My/our above noted enterprise M/s (name and complete address) _____ has been issued Manufacturing Entrepreneurs Memorandum in Haryana by the District Industries Centre _____ under acknowledgement No. _____ of dated _____ (Self Certified Copy of the same be attached as **Annexure 'A'** with this Affidavit) and has been issued for manufacture of the following items in **category Medium Enterprise** as under:-
 - i. _____
 - ii. _____
 - iii. _____
 - iv. _____
2. That my/our above mentioned manufacturing Medium Enterprises meet all the remaining terms & conditions of the tender except Past Performance/Past Experience.
3. That my first purchase order under this benefit/concession was issued by State Government Department/ State Government Agency (name of Deptt./Agency) _____ vide P.O No. _____ of dated _____ for the supply of _____ (name of the item/good/work/services) was successfully complied by above mentioned Enterprises. A self certified copy of the same is attached as **Annexure 'B'** with this affidavit.
4. That in case the Purchase Order of the quoted item is issued to me/us, it will not be outsourced or subcontracted to any other firm and the entire manufacturing of the order item shall be done in-house by our enterprise base in Haryana based in Haryana, (address mentioned as at Sr. No.1).
5. That we agree to the condition that this benefit/concession to the Medium Enterprises is valid for one year from the date of getting the first supply order under State public Procurement .
6. That the billing will be done from Haryana

Dated :

DEPONENT

VERIFICATION:

Verified that the contents of para no. 1 to 6 of the above are true and correct to my knowledge as per the official record and nothing has been concealed there in.

Dated :

DEPONENT

Annexure 12

Authenticity of submitted documents/information
(To be submitted by bidder on non-judicial stamp paper of ₹100/- (Rupees Hundred only to be
duly attested by Notary Public)

Subject: e-Tender/CRID/TDS/VC/2025-26

Affidavit of Mr..... S/o.....R/o
..... I, the deponent above named do hereby solemnly affirm
and declare as under:

1. That I am the Proprietor/Authorized signatory of M/s
Having its Head Office/Regd. Office at
2. That the information/documents/Experience certificates submitted by M/s.....
along with the tender for (Name of work) to the CRID are genuine and
true and nothing has been concealed.
3. I shall have no objection in case the CRID verifies them from issuing authority (ies). I shall also
have no objection in providing the original copy of the document(s), in case the CRID demand so
for verification.
4. I hereby confirm that in case, any document, information & / or certificate submitted by me found
to be incorrect / false / fabricated, the CRID at its discretion may disqualify / reject / terminate
the bid/contract and also forfeit the EMD / All dues.
5. I shall have no objection in case NBCC verifies any or all Bank Guarantee(s) under
any of the clause(s) of Contract including those issued towards EMD and Performance Guarantee
from the Zonal Branch /office issuing Bank and I/We shall have no right or claim on my submitted
EMD before the CRID receives said verification.
6. That the Bank Guarantee issued against the EMD issued by (name and address of the Bank) is
genuine and if found at any stage to be incorrect / false / fabricated, the CRID shall reject my bid,
cancel pre-qualification and debar me from participating in any future tender for three years.

I,, the Proprietor / Authorized signatory of
M/s.....do hereby confirm that the contents of the above.
Affidavit are true to my knowledge and nothing has been concealed there from. and
that no part of it is false.

Verified atthis.....day of

DEPONENT

ATTESTED BY (NOTARY PUBLIC)

Annexure-13

Affidavit
(On non-judicial stamp paper of ₹10/-)

Subject: e-Tender/CRID/TDS/VC/2025-26

I, _____ S/o _____ r/o _____
_____ on behalf of the entity
_____ do hereby solemnly affirm and declare as under: -

1. That I hereby confirm that my/our firm/company M/s..... have not been convicted of any non-bail able offence, by any of the courts.
2. That I hereby confirm that my/our firm/company M/s..... have not been convicted, or reasonably suspected of committing or conniving at the commission of any offence under any of the laws applicable in the country.
3. That I hereby confirm and declare that none of my/ our group/ sister concern/ associate company is participating/ submitting this tender.
4. That I hereby confirm and declare that my/our firm/company M/s..... has not been black listed/ de-listed or put on holiday by any Institutional agencies/ Govt. Deptt./ Public Sector Undertaking, in the last TWO years.
5. That I hereby confirm and declare that my/our firm/company M/s.....We have paid all rents, royalties and all public demands such as income-tax, sales tax, GST and all other taxes and revenues payable to the Government of India or to the Government of any State or to any local authority and that at present there are no default in arrears of such rents, royalties, taxes and revenues due and outstanding and that no attachments or warrants have been served on us in respect of sales-tax, income-tax, GST, Govt. Revenues and other taxes.

Place:

Deponent

Dated:

Verification: Verified that the above statement of mine is true and correct to the best of my knowledge and belief and nothing has been concealed therein.

Deponent

Note:

* In case of Registered Companies, the affidavit shall be on behalf of authorized person & with the name of the company.

Annexure-14

Affidavit
(On non-judicial stamp paper of ₹10/-)

Subject: e-Tender/CRID/TDS/VC/2025-26

I, _____ S/o
_____ r/o
_____ on behalf of the entity
_____ do hereby solemnly affirm and declare as under: -

1. That I hereby confirm that my/our firm/company M/s..... have not been convicted of any non-bail able offence, by any of the courts.
2. That I hereby confirm that my/our firm/company M/s.....have not been convicted, or reasonably suspected of committing or conniving at the commission of any offence under any of the laws applicable in the country.
3. That I hereby confirm and declare that none of my/ our group/ sister concern/ associate company is participating/ submitting this tender.
4. That I hereby confirm and declare that my/our firm/company M/s..... has not been black listed/ de-listed or put on holiday by any Institutional agencies/ Govt. Deptt. / Public Sector Undertaking, in the last TWO years.
5. That I hereby confirm and declare that my/our firm/company M/s..... has paid all rents, royalties and all public demands such as income-tax, sales tax, GST and all other taxes and revenues payable to the Government of India or to the Government of any State or to any local authority and that at present there are no default in arrears of such rents, royalties, taxes and revenues due and outstanding and that no attachments or warrants have been served on us in respect of sales-tax, income-tax, GST, Govt. Revenues and other taxes.
6. That in the past five years prior to the date of this application, I or any principal of the entity has not been deemed to be in default on any contract, or have not been forcefully terminated from any contract of any Organization.
7. That I hereby confirm and declare that my/our firm/company M/s..... has not been blacklisted/debarred by any central/state Government department/organization.
8. That I hereby confirm and declare that my/our firm/company M/s..... that there has been no litigation with any Government department/organization on account of similar services.
9. That I hereby confirm and declare that my/our firm/company M/s.....has not undergone any legal proceedings of whatever kind in the past three years.
10. I hereby confirm that in case, any document, information & / or certificate submitted by me found to be incorrect / false / fabricated, the CRID at its discretion may disqualify / reject / terminate the bid/contract and also forfeit the EMD / All dues. May take any appropriate legal action against me.

Place:

Deponent

Dated:

Verification: Verified that the above statement of mine is true and correct to the best of my knowledge and belief and nothing has been concealed therein.

Deponent

Note:

* In case of Registered Companies, the affidavit shall be on behalf of authorized person & with the name of the company.

Appendix 1 : Request for clarification

Bidders requiring specific points of clarification may communicate with the CRID through email during the specified period using the following format.

Date: _____

To

The Special Secretary (IT) and the Treasurer, CRID

Citizen Resources Information Department (CRID)

SCO 109-110 Sector 17 B, Chandigarh. 160017

BIDDER'S REQUEST FOR CLARIFICATION			
<<Name of Bidder submitting query / request for clarification>>			
<<Full formal address of the Bidder>>			Tel:
			Fax:
			Email:
S. No	RFP Reference (Section No. / Page No.)	Content of RFP requiring clarification	Points of clarification required
1			
2			
3			
4			
5			
6			

Authorized Signatory (ies)[In full and initials]: _____

Name and Title of Signatory (ies): _____

Name of Bidding Company/Firm: _____

Address: _____ (Affix the Official Seal of the Company)

Appendix 2: Format for Performance Bank Guarantee

Performance Bank Guarantee

Ref: _____

Date: _____

Bank Guarantee No.: _____

To
 The Special Secretary (IT) and the Treasurer, CRID
 Citizen Resources Information Department (CRID)
 SCO 109-110 Sector 17 B, Chandigarh. 160017

Dear Sir,
 PERFORMANCE BANK GUARANTEE - For

President governing body
 Society for IT initiative fund for e-Governance, an autonomous body under
 the administrative control of Information Technology Electronics & Communication Department Haryana
 SCO 109-110 1st Floor Sector 17 B, Chandigarh-160017

WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at *(address of the Bidder)*, (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated (herein after, referred to as “Contract”) with you for order of Supply, Commissioning and Maintenance of -----, in the said Contract.

We are aware of the fact that as per the terms of the Contract, *M/s. (name of Bidder)* is required to furnish an unconditional and irrevocable Bank Guarantee in your favor for an amount of ____% of the Total Contract Value, and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, *(name and address of the bank)*, have agreed to issue this Performance Bank Guarantee.

Therefore, we *(name and address of the bank)* hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of ____% of the Total Contract Value i.e.,.....<in words> without any demur.

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall be valid for ____ months, subject to the terms and conditions of the Contract. Any claim against the Bank Guarantee can however be made within ____ months from the date of submission of the same. We bind ourselves to pay the above said amount at any point of time commencing from the date of submission of Bank Guarantee, until ____ months.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights:

- i. Requiring to pursue legal remedies against the Department; and
- ii. For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to ____% of the Contract Value, and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of the claim period.

We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association / Constitution of our bank and the undersigned is / are the recipient of authority by express delegation of power/s and has / have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your

right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

This Performance Bank Guarantee shall be valid for _____ months from the date of submission of Bank Guarantee.

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before ____ (___in words_____) months from the submission of Bank Guarantee.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated this day 2023.

Yours faithfully,
For and on behalf of the Bank,
(Signature)
Designation
(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

Appendix 3: Exemption order for Make in India:

Haryana Government
Citizen Resources Information Department



हरियाणा सरकार
नागरिक संसाधन सूचना विभाग

Order

No. Admin /14-8/157/19004 Date: 09 / 08 / 2023

Pursuant to the recommendations of the constituted committee to finalize the RFP for procurement of MCU, VC Endpoints, VPN and IPS for revamping State Wide Area Network (SWAN), Haryana, the committee in their RFP is seeking exemption from Public Procurement (Preference to Make in India) Clause. This RFP and its clauses have been approved by following the due procedure of the Government.

The exemption referred to in the above-cited subject was requested by the constituted committee to finalize the RFP for procurement of MCU, VC Endpoints, VPN and IPS for revamping of State Wide Area Network (SWAN) along with their justification for exemption which is mentioned hereunder as follows:

1. The SWAN is the critical for Government Network, which supports data transfer for day-to-day functioning of offices located throughout Haryana. Following being, critical & important design/ operational principals for any Data Network and connectivity purposes.
 - a. Scalability
 - b. Security
 - c. Remote & Enterprise management
 - d. Performance
 - e. Proactive Monitoring and Predictive Analytics
2. All the services through high-end compute like MCUs, VPNs, IPSs & VC endpoints are expected to be available and are supposed to be rendered on 24x7 basis. Also, these equipment shall be commissioned and integrated with NKN/NICNET as well State Data Center which necessitates that all active components should be compatible with all the major networking equipment available in the market, either installed in SDC Haryana and NKN/NICNET.
3. Features like firmware management, security features, Protection from Cyber-attacks, management of infra in an environment where the resources can be remotely accessed based on requirement. The data and files stored on systems connected to the SWAN Network and exchange of such data over SWAN network i.e. seamless information/ data communication between multiple devices with standard and global encryption technologies/ protocols requiring VC compatibility with different make hardware & software may not be available with new and emerging OEMs.
4. The infrastructure needs to be continuously updated/ upgraded based on the new releases considering the worldwide threat landscape and best practices. New OEMs lack this capacity & features and hence, are more vulnerable to new threats. Further, new OEMs lack must have features like maintaining repository for firmware with drivers and features to install or rollback compromised firmware with provisions even to restore to Factory settings.
5. Out of the box functionalities like support for managing multiple interconnected devices i.e. device management for all equipment from head-quarter, may be from NOC or centralised control room may not be available in new and emerging OEMs product whether of Indian origin or not. Important features for critical data network like group policy implementation/ configuration/ license activation etc. are available with leading OEMs.

9th Floor, Haryana Civil Secretariat, Sector-1, Chandigarh. 160001

Tel: PS (CRID) 0172-2740441, Director (Admin): 0172-2748142
E-mail: psit@hry.gov.in, Website: www.haryanait.gov.in

Haryana Government
Citizen Resources Information Department



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6. Performance in terms of processing, latency in information/data exchange within the communication related ecosystem and response to any user accessing application/services rendered through equipment mentioned above shall be very crucial for success of electronic governance in State and all the equipment needs rigorous testing for their reliability, security, support (B2B from OEMs), performance etc. from their respective OEMs. Such systems are currently not available either with New OEMs or MII OEMs.
7. OEM in Research and Development Center develops latest signatures for enhancing the security based on their feeds of ongoing attacks from their deployed devices globally. Such features require maturity as an OEM which are not available either in New OEMs or MII OEMs.
8. Considering above, it is to finally submit that the data networks such as SWAN cannot be experimented with, as such stable, tested and well supported equipment are required for this highly complex and critical environment primarily dealing with inter/ intra State communication & information exchange, etc. on 24X7 basis. Also this equipment is required by the State in order to support the IT & e-Governance for a substantial period of time (5-7 years and even beyond).
9. On the above basis, the Principal Secretary to the Government of Haryana, Citizen Resources Information Department (CRID) grants exemption from Public Procurement (preference to Make in India - MII) for procurement of MCU, VC Endpoints, VPN and IPS for revamping of State Wide Area Network (SWAN) as per Clause 13 of the Haryana State Public Procurement - MII Order 2020 notified vide No: 02/08/2020-4IB-II, dated: 18-11-2020 by Department of Industries & Commerce Govt. of Haryana with a condition that exemption shall be granted for the above purpose only and shall be reviewed at any time after the completion of six (6) months.

(V. Umashankar)

Principal Secretary to Government Haryana
Citizen Resources Information Department (CRID)

Place: Chandigarh

Endst: No.: *Adm/14 B/JSIT/19005*

Chandigarh dated, the *9/8/2023*

A copy is forwarded to the following:

- (i) PS to ACS Industries and Commerce - for kind information of ACS Industries and Commerce Department
- (ii) PS to Special Secretary IT for information of Special Secretary IT, CRID
- (iii) Head SeMT and CITO, CRID
- (iv) Jt. CITO (SDC), CRID

[Signature]

Director Administration,
for Principal Secretary to Government Haryana,
Citizen Resources Information Department

9th Floor, Haryana Civil Secretariat, Sector-1, Chandigarh. 160001

Tel: PS (CRID) 0172-2740441, Director (Admin): 0172-2748142
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