

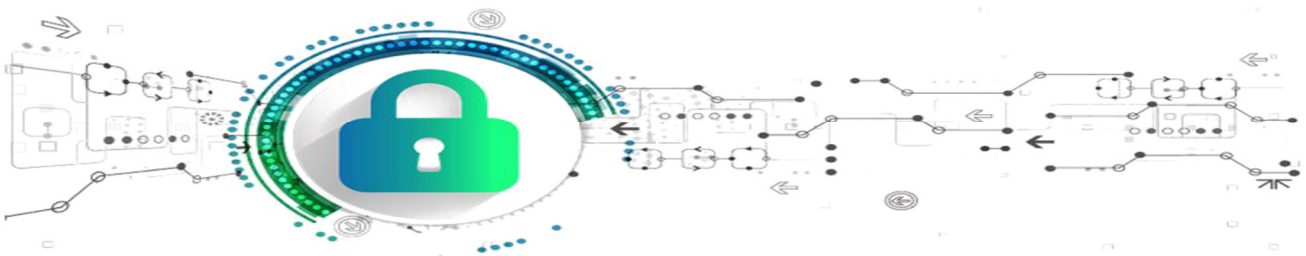


**Tender ID: 2025\_HRY\_452670**

**Supply, Installation & Commissioning of IT  
Hardware Infrastructure**  
(For Information Security Management Office)

**Issued On: 18.06.2025**

**Ref. No: CRID/ISMO:2025(02)**



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**Information Security Management Office (ISMO),  
Citizen Resources Information Department (CRID), Haryana**

1<sup>st</sup> Floor, SCO 109-110, Sector 17B, Chandigarh – 160017  
<https://haryanaismo.gov.in> email: [support.desk@haryanaismo.gov.in](mailto:support.desk@haryanaismo.gov.in)

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## Acronyms

Sl. No	Acronym	Full Form
1	DD	Demand Draft
2	DITECH	Department of Information Technology Electronics & Communication Haryana
3	EMD	Earnest Money Deposit
4	EPF	Employees Provident Fund
5	ESI	Employees' State Insurance
6	GFR	General Financial Rules
7	H/w	Hardware
8	HARTRON	Haryana State Electronics Development Corporation Limited
9	HA	High Availability
10	HIPS	Host Intrusion Prevention System
11	LD	Liquidated Damages
12	LoI	Letter of Intent
13	MSA	Master Services Agreement
14	MSEs	Micro & Small Enterprises
15	MTS	Minimum Technical Specifications
16	NIC	National Informatics Center
17	OEM	Original Equipment Manufacturer
18	PBG	Performance Bank Guarantee
19	PoA	Power of Attorney
20	PBBA	Purpose Built Backup Appliance
21	RFP	Request for Proposal
22	RoC	Registrar of Companies
23	Rs.	Indian National Rupees
24	S/w	Software
25	SD	Security deposit
26	SI	System Integrator
27	Society	Society for IT initiative fund for e-Governance , an autonomous body under the administrative control of Information Technology Electronics & Communication Department Haryana
28	SLA	Service Level Agreement
29	SOW	Scope of Work
30	SSL	Secure Socket Layer
31	TAC	Technical Assistance Center
32	TIA	Tender Inviting Agency
33	UAT	User Acceptance Test
34	WAF	Web Application Firewall

## 1. Introduction:

IT (Information Technology) has made revolutionary changes around the world. Over the last few years, the IT industry has grown at a remarkable pace covering most aspects of computing and technology. The success of Indian Firms & professionals in IT arena has been spectacular and with abundant pool of IT talent, connectivity and wide infrastructure, Haryana has emerged as a leader in utilizing its IT skills.

The Haryana State government has been a key driver for increased adoption of IT-based products and IT enabled services in Public like Government to Government (G2G) services, Government to Citizen (G2C) Services, Healthcare, Education and financial services, etc. Such initiatives have enabled increased IT adoption in the state through sectoral reforms and Digital India program, which have led to creation of large scale IT infrastructure with corporate / private participation.

The Citizen Resource Information Department (CRID), Haryana is the nodal department for Government of Haryana in the matters of IT, ITES and Communication. The department plays a vital role in formulating and implementing policy matters in Information Technology, ITES, Electronics and Telecom; promotion of Haryana State as an ultimate ICT destination for investment and facilitating ICT industries; assisting other department for effective e-Governance and capacity building; Promotion of ICT based education in the State.

CRID, HARYANA invites proposals from eligible companies/agencies for the requirement of **“Supply, Installation & Commissioning of IT Hardware Infrastructure”**. Selection of Bidder shall be carried out as per the procedure laid down in this document.

## 2. Key Events and Dates

DATA SHEET		
S. No.	Particulars	Date & Time
1.	Tender Inviting Authority Designation and Address	Information Security Management Office (ISMO), CRID, HARYANA 1st Floor, SCO 109-110, Sector – 17 B, Chandigarh, Haryana  On behalf of Special Secretary, Citizen Resource Information Department, Haryana Phone: +91-172-2709250
2.	Tender Number	2025_HRY_452670
3.	Name of Services	Supply, Installation and Commissioning of IT Hardware Infrastructure for ISMO.
4.	Place of Execution	Chandigarh/Panchkula
5.	Invitation to Bid from	Tender notice & tender document is available at <a href="https://etenders.hry.nic.in">https://etenders.hry.nic.in</a> from 18.06.2025 from 2:00 PM
6.	Last Date for receipt of Queries for Pre-bid Conference	Date & Time: 26.06.2025, 2:00:00 PM Email Id : support.desk@haryanaismo.gov.in
7.	Pre-bid Conference Venue with Date & Time	Venue: O/o Addl. CITO cum Dy. CISO, CRID Haryana 04 <sup>th</sup> Floor, SCO 109-110, Sector – 17 B, Chandigarh, Haryana Email-id: <a href="mailto:addl-cito.crid@hry.gov.in">addl-cito.crid@hry.gov.in</a> Contact No: 0172-2703479 Date/Time: 27.06.2025, 2:00 PM Note: - No queries/clarifications will be entertained after the Pre-bid conference.
8.	Clarification & Corrigendum of bid queries	08.07.2025, 2:00 PM
9.	Last date for receipt of bid	18.07.2025, 2:00:00 PM Hard copy of Technical bid as uploaded on e-procurement portal by the respective bidder must be submitted by bidder (with proper binding and indexing) in the 1st Floor, ISMO, CRID, SCO 109-110, Sector – 17 B, Chandigarh, on or before 24.07.2025, 2:00:00 PM.
10.	Date and time for opening of Technical bid	21.07.2025, 02.00 PM
11.	Date and time for opening of Commercial bids	To be intimated later on
12.	Office address, Venue for Bid Submission	Information Security Management Office (ISMO), CRID, 1st Floor, SCO 109-110, Sector – 17 B, Chandigarh, Haryana Phone (0172) –2709250 Email Id : support.desk@haryanaismo.gov.in

13.	Processing Fee for Tender (Non Refundable)	E-Payment for Tender Document fee i.e. INR 5,000/- (Rupees Five Thousand Only) (Non-refundable) and eService Fee of Rs.1180/- (Rupees one thousand one hundred and eighty only), both GST inclusive at state e-tendering Portal in favor of Society For IT initiative Funds for e-Governance. The copy of the online payment receipt must be uploaded with Technical bid.
14.	EMD Deposit	<p>The EMD will be ₹1,21,000.00, can be made by eligible bidders through Online Mode at the State e-Tendering Portal in favor of <u>Society For IT initiative Funds for e-Governance</u>. Scanned copy of Online Payment Receipt must be uploaded with technical e-bid. This EMD will be returned on award of tender to the L1 Bidder.</p> <p><b>Note:-</b> The concessions/benefits to MSEs and medium Enterprise are as per Haryana State Public Procurement Policy for MSMEs-2016, issued by Govt. of Haryana, Department of Industries &amp; Commerce vide G.O. 2/2/2016-4IBII (1) dated 20.10.2016 and Amendment Memo No. 2/3/2018-4IB-II dated 23.04.2018 and amendment notification dated 11.12.2019 refer to the given link: <a href="https://cdnbbsr.s3waas.gov.in/s3a1d7311f2a312426d710e1c617fcbc8c/uploads/2021/08/2021081359.pdf">https://cdnbbsr.s3waas.gov.in/s3a1d7311f2a312426d710e1c617fcbc8c/uploads/2021/08/2021081359.pdf</a>. Manufacturing Micro and Small Enterprises (MSEs including Khadi and Village Industries/Units) who have filed Entrepreneur Memorandum in Haryana in respect of the quoted items participate directly in tender and do 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 a copy of the Entrepreneur Memorandum in respect of its category of Micro/Small, issued to the firm by the Industries Department, Haryana, as a part of the technical bid.</p>
15.	Method of Selection	Least cost (L1) Based Selection
16.	Language	Proposals should be submitted in English only
17.	Bid validity	Proposals must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of the Bid.
18.	Estimated Project Value	60.5 Lacs

### 3. Instructions to bidders 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/BOM 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.
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.
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).

#### 4. Scope of Work

- 4.1 ISMO, CRID invites e-bids for Supply, installation and commissioning of the Network Traffic Monitoring solution, Rack Servers and other allied item(s) along with required licenses for ISMO Lab as per the minimum technical specifications and other terms and conditions mentioned in this Tender document.
- 4.2 The bidder shall further ensure that the Network Traffic Monitoring solution should provide deep visibility into Enterprise network traffic patterns, to identifies potential threats and vulnerabilities and to provide actionable recommendations towards remediation. The offered solution should review the organization operational risks and potential attack vectors (by analysing network traffic) to further provide a compressive report on malware infections, phishing attempts, data exfiltration activities, C&C Connections, Vulnerabilities w.r.t. Exploit attempts and other malicious behaviours. For Analytics & Reporting below modules/components should be inclusive into provided solution:
- (i) Threat Analysis: Detailed threat analysis, including malware, exploits, command-and-control traffic, and advanced persistent threats (APTs)
  - (ii) Application Visibility: Comprehensive visibility into application usage
  - (iii) URL Analysis: Analysis of web traffic and categorization of URLs
  - (iv) File Analysis: Examination of transferred files, including sandboxing of suspicious files
  - (v) User Behavior: Insights into user activities and potential risks
  - (vi) Report Format: Management/Executive and Operational report (PDF, Word Document/ Online dashboard)
- 4.3 Injection of Network Traffic/ Logs shall be the responsibility of OEM.
- 4.4 Training: Deployment, Technical usage of supplied IT equipment's including malware identification, analysis of suspicious traffic patterns training for 03 Hours at user site.
- 4.5 **Delivery Schedule:** - Within 6 weeks (42 calendar days) from the date of placement of Purchase order by TIA.
- 4.6 Based on any urgent requirement, Delivery Schedule may be reduced by TIA after the discussions and concurrence from the Successful Bidders.
- 4.7 The Successful Bidder is responsible for all unpacking and installations. Also, supplier shall test all hardware operations ensuring successful and continuous operations of these Infrastructure (S/w/H/w) offered through bid.
- 4.8 The Customer is responsible for the site preparation before the scheduled installation dates.
- 4.9 The Successful Bidder is responsible for all unpacking and shall carry out the installations, commissioning and configuration of all the hardware items as offered/supplied through this tender.
- 4.10 The testing of all equipment & appliances and its operations shall be the responsibility of successful bidder and its OEM. Bidder shall also accomplish all adjustments necessary for successful and continuous operation of the infrastructure supplied, installed & commissioned under this tender for ISMO.
- 4.11 The supply and 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 existing or supplied by other vendors.
- 4.12 The Bidder shall ensure that all the peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to the devices, equipment, accessories, software, licenses, tools, etc. should also be provisioned according to

the requirements of the solution. In order to assess this requirement, the bidder if required, can visit the ISMO with prior information to the purchaser and upon his approval.

- 4.13 The successful bidder should maintain a minimum one buffer stock of workable items to resolve the issues if any as reported by ISMO Team, within the timelines raised by the ISMO, CRID during the warranty and Comprehensive AMC period, as the case may be.
- 4.14 It will be the responsibility of the successful bidder to rectify any defect and update the software by incorporating necessary patches, security patches and updates as and when released by the original supplier (Frequency of releasing the patches by few OEMs are generally on monthly basis and other OEMs are releasing the most reliable software patches as soon after a vulnerability announcement) or found necessary for the functioning to provide the best performance and security level of the security appliances and software offered under this tender by the successful bidder. The successful bidder shall also ensure complete rollback to original status in case of any problem and shall take necessary system backups before any such maintenance task/activity.
- 4.15 Bidder shall provide a well-defined resolution and support mechanism with escalation matrix viz - a - viz severity level. The said support for the resolution of the issues shall be on site in case if remote resolution is not possible. Response to any malfunctioned equipment reported by purchaser/its system integrator/ Managed Service Provider / any Authorized representative of purchaser, the successful bidder shall respond within 4 hours of logging of complaint and provide resolution/replacement within 4 Days of incident/fault reporting for 24\*7\*365 basis (All Days On Site).
- 4.16 The purchaser will not be responsible if the bidder has not provisioned for any components, sub-components, assemblies, sub-assemblies as part of Bill of Material in the bid response. The bidder will have to provision to meet the requirements as per scope of work and Minimum Technical Specifications (MTS), at no additional cost implications to the purchaser.
- 4.17 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.
- 4.18 The Successful Bidder shall send status report in the format prescribed in such intervals as may be required by TIA/Project Steering Committee 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.
- 4.19 The Successful Bidder shall arrange physical inspection as per specified date, time & venue informed by TIA.
- 4.20 Warranty shall be from the date of final acceptance of supplied material. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery. The successful bidder should guarantee the rectification of issues in case of any break down during the warranty period.

## 5. Eligibility Criteria

- This TENDER is open to all Entities within India, who are eligible to do business in India under relevant Indian laws as in force at the time of bidding.
- Entity 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.
- Breach of any of the conditions of this tender document, work order, arrangement, contract with Govt. Of Haryana may attract a proceeding to declare an Entity ineligible for a certain period or certain number of consecutive tender calls at the option of ISMO, CRID.
- The concessions/benefits to MSEs and medium Enterprise are as per Haryana State Public Procurement Policy for MSMEs-2016, issued by Govt. of Haryana, Department of Industries & Commerce vide G.O. 2/2/2016-4IBII (1) dated 20.10.2016 and Amendment Memo No. 2/3/2018-4IB-II dated 23.04.2018. Manufacturing Micro and Small Enterprises (MSEs including Khadi and Village Industries/Units) who have filed Entrepreneur Memorandum in Haryana in respect of the quoted items participate directly in tender and do 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 a copy of Entrepreneur Memorandum in respect of its category of Micro/Small issued to the firm by the Industries Department Haryana as a part of technical bid.
- 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.

### 5.1 Minimum Eligibility Criteria

#	Requirement Head	Clause	Documents required
1	Legal status	The bidding entity having GST registration & PAN must be: (i) company registered in India under the Indian Companies Act, 1956/2013 (ii) Firm registered under Partnership Act 1932 (iii) LLP registered under LLP Act 2008 (iv) Govt. Autonomous Body/CPSU/PSU The bidding entity should be in existence in India for at least the last 3 years FY (2022-23, 2023-24, 2024-25).	1. Self-attested with stamp by bidder 2. Copy of Certificate of Incorporation/registration 3. Copies of valid GST number & PAN No
2	Processing Fee	E-Payment for Tender Document fee i.e. INR 5,000/- (Rupees Five Thousand Only) (Non-refundable) and eService Fee of Rs.1180/- (Rupees one thousand one hundred and eighty only), both GST inclusive at state e-tendering	The copy of the online payment receipt must be uploaded with Technical bid.

		Portal in favor of Society For IT initiative Funds for e-Governance.	
3	EMD	The EMD will be ₹1,21,000.00 can be made by eligible bidders through Online Mode at the State e-Tendering Portal. This EMD will be returned on award of tender to the L1 Bidder.	Scanned copy of Online Payment Receipt must be uploaded with technical e-bid.
4	Authorized signatory	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 Certificate from the Company Secretary / Director of the Bidding entity certifying that the Bid signatory is authorized by the entities to do so along with authorization letter from competent authority / board resolution, resolution number and date.
5	Project Experience of Bidder	The bidder should have executed orders of 20% of estimated tender value or supplied at least 20% of tender quantity in last 3 financial years FY (2022-23, 2023-24, 2024-25) of supply, installation and commissioning of following products and software as listed in the bill of material i.e. NFGW, NDR, EDR/XDR, WAF, Blade Servers etc. The orders should be executed on behalf of State/Central Govt./PSU/ University/ Defense in India.	A certified letter from the concerned Client confirming the successful completion of work order, copy of work order having total amount, date of engagement.
6	Turn Over	The bidder average turnover during last 3 years should be at least 25 Lacs during FY 2022-23, 2023-24, 2024-25.  The bidder should have positive net worth (measured as paid-up capital plus free reserves) in last audited financial years FY (2022-23, 2023-24, 2024-25).	1. Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years (2022-23, 2023-24, 2024-25).  2. Certificate duly signed by Statutory Auditor/ CA of the Bidder confirming the positive net-worth in each of three financial years (2022-23, 2023-24, 2024-25).
7	ISO Certifications	ISO 9001:2015 or higher Certificate issued in the name of OEM for Manufacturing Process.	Copies of valid ISO certificate on the date of submission of bid issued by the Govt. Certifying authority.
8	Service Center	There should be at least one OEM owned or OEM authorized service centers in Delhi NCR/Chandigarh.	Documentary evidences for authorized Service Center for the quoted products.

9	Compliance of Minimum Specifications and MAF (Manufacturer's Authorization Form)	The offered items as proposed should meet the minimum specifications of mentioned in the RFP for technical compliances.	<ol style="list-style-type: none"> <li>1. A self-certified document by respective OEM's (on their letter head) for compliance to Minimum Technical specifications as per this RFP for Rack Server, Storage/NAS Box and Network Traffic Monitoring Solution.</li> <li>2. Documentary evidences such as Authorization letters MAF (Manufacturer's Authorization Form) of respective OEMs for Rack Server, Storage/NAS Box and Network Traffic Monitoring Solution clearing indicating the Model and Make/Version of the offered products.</li> </ol>
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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.**

## 5.2 Relaxations to Micro Small and medium Enterprise registered in Haryana: -

### A. Concessions/benefits MSEs:-

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 Entrepreneur Memorandum in Haryana 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.
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	<p>a. Micro Enterprises: Concession of 80% on Turnover condition imposed as qualifying criteria.</p> <p>b. Small Enterprises: Turnover condition imposed as qualifying</p>	Concerned MSE will be required to submit the copy of Entrepreneurs Memorandum in respect of its category of Micro/Small issued to the firm by the Industries Department Haryana as part of Technical Bid.
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 Entrepreneur Memorandum 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	<p>Those MSEs have Qualified Certification of ISI/ISO/Ag Mark /Quality Mark issued from competent authority in State or Central Govt. in respect of the item/ Goods mentioned in the tender.</p> <p>OR/AND</p> <p>Those who are registered with DGS&amp;D/ NSIC /GOI Department/ State Govt. Department/GOI PSUs/State Govt. PSUs in 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</p>

			as per the format enclosed as Annexure 5.
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### 5.3 Concessions/benefits to Medium Enterprises: -

S#	Area as part of qualifying requirements	Concession benefits allowed to MSEs.	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 Entrepreneur Memorandum 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 6.
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.	

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



## 6. Bill of Material and Minimum Technical Specifications

### 6.1 Bill of Material

#	Item Description	Qty.
1	Rack Server	02
2	Storage/NAS Box	01
3	Network Traffic Monitoring, Threat Detection & Prevention and Reporting - Solution	01

**Note:**

1. The compliance of each line item should be submitted as per Minimum Technical Specification.
2. The successful bidder has to supply all essential accessories required for the successful installation and commissioning of the infrastructure equipment supplied as per Scope of work under this tender. All accessories including Cables, connectors, mounting etc. must be part of supply and should be included within the cost given against each item of commercial bid.
3. The OEM comprehensive Onsite Warranty and support should be provided (during the warranty period) for both hardware and software as per the specifications mentioned below.

### 6.2 Minimum Technical Specifications:

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.

#### 1) Rack Server:

#	Component	Specifications
1	Motherboard	Minimum 2 number of sockets available & populated from Day 1
2	Form Factor	2U Rack Mounted or 1U Rack mounted with all the required features, redundancy & functionalities
3	Total Core per server	Latest Generation Processors of OEMs (AMD/Intel) 128 Cores (min. 2 proc with 64 core per processor)
4	Configured CPU	Processor Base Frequency (GHz) 2.0 GHz Or higher and should support memory speed@ 4800 MT/s or higher
5	Memory slots	24 or higher DIMM slots
6	Memory configured	1 TB DDR 5 RAM with ECC 4800 Mhz or higher
7	Storage Capacity	<u>Primary Storage:</u> - Type: NVMe SSD (PCIe 4.0 or 5.0) - Capacity: Minimum 2 TB - Read/Write Speed: ≥ 7000 MB/s <u>Secondary Storage:</u> - Type: SATA SSD or HDD - Capacity: Minimum 8 TB - RAID Support: RAID 0, 1, 5 configurations - Secondary Storage should be configured/enabled with RAID 0 from Day 1

#	Component	Specifications
9	I/O slots Bus Slot	At least 3 PCIe Gen5 Slots upgradeable to 4
11	Ethernet ports	1 number 10/25G or Higher 2 number 1 GbE from day 1
12	Certification and Compliance & Industry standard compliance	1. OS: Microsoft Windows Server 2025, VMWare, Red Hat Enterprise Linux (RHEL), Ubuntu LTS 24.04 2. RoHS compliant
13	Power & temperature	Platinum rated redundant Hot plug Power Supplies Should support hot plug redundant power supplies with minimum 89% efficiency
15	Server Node Security / System security	<ul style="list-style-type: none"> <li>Secure Boot (Firmware and Bios Level Security) Immutable Hardware root of trust or Dual Root of Trust</li> <li>Server should provide policy-based security</li> <li>Server should provide server intrusion detection</li> <li>OEM to offer Server firmware free from any malicious code</li> <li>Advanced Encryption Standard (AES) or and Triple Data Encryption Standard (3DES)</li> <li>Should have dashboard for firmware baselines while performing minimum required firmware checks and highlighting out-of-compliance devices for updates with the selected firmware baseline</li> </ul>
16	IPv4/6 Ready	The Hardware should be IPv4 & IPv6 compliant & ready from day one
17	Fans	Redundant hot-plug system fans
18	Operating Systems and Virtualization Software Support	1. Virtualization: VM ware, HyperV, OpenStack, Kubernetes 2. OS: Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES)/Cent OS
19	Keyboard & Mouse	OEM USB Keyboard & Mouse
20	Warranty & Post warranty Support	3 years On-site comprehensive warranty - NBD (Hardware & associated software) support

## 2) Storage/NAS Box

#	Component	Specification
1	Capacity	32 TB
2	Disk	4 x 8 TB Removable Enterprise Class 7200 RPM disk installed for 32 TB Disk space
3	Read Performance	Up to 1000MB/s In default RAID 0 or higher
4	Write Performance	Up to 1100MB/s In default RAID 0 or higher
5	Interface Connectivity	2 USB 3.2 Gen 2
6	Disk Bays	4
7	Security	256-bit AES hardware encryption and password protection
8	Raid Support (Built-In)	RAID 0, 1, and 10
9	Warranty	03 Years Onsite OEM Warranty

### 3) Network Traffic Monitoring, Threat Detection & Prevention and Reporting - Solution

**Description:** Functional requirement is to provide deep visibility into Enterprise network traffic patterns, to identify potential threats and vulnerabilities and to provide actionable recommendations towards remediation. The offered solution should review the organization operational risks and potential attack vectors (by analysing network traffic) to further provide a comprehensive report on malware infections, phishing attempts, data exfiltration activities, C&C Connections, Vulnerabilities w.r.t. Exploit attempts and other malicious behaviours.

#### 6.3 Analytics and Reporting

- Threat Analysis: Detailed threat analysis, including malware, exploits, command-and-control traffic, and advanced persistent threats (APTs)
- Application Visibility: Comprehensive visibility into application usage
- URL Analysis: Analysis of web traffic and categorization of URLs
- File Analysis: Examination of transferred files, including sandboxing of suspicious files
- User Behavior: Insights into user activities and potential risks
- Report Format: Management/Executive and Operational report (PDF, Word Document/ Online dashboard)

S. No.	Specifications
1.	The offered solution should be an on-premise appliance based solution deployed in inline mode (with Layer2 functionality) and/or TAP mode and the traffic should be allowed to pass through, in case, of any hardware failure of the solution.
2.	The offered solution should inspect the web sessions HTTP traffic to detect and notify the malicious web activity including malicious file downloads through the web/internet.
3.	The offered solution should stop web-based attacks and have capability to prevent outbound multi-protocol call-backs of the malware with end to end throughput upto 1 Gbps Network/Internet Traffic. Solution should be capable to be deployed in inline mode as a dedicated appliance sensor monitoring user segment traffic as well as dedicated appliance sensor for monitoring into Enterprise Network Segment's having 1,00,000 concurrent connections.
4.	The offered solution should be capable to detecting both known and unknown attacks with high accuracy and a low rate of false positives for Network having 1Gbps traffic by enabling all solution functionalities, security feature set, policies/profiles, signatures, security engines, sandboxing, VM's, Logging without degrading into the performance and immediately responding to each alert.
5.	The proposed solution should have the ability to analyse, detect and block malware in common file formats namely executables, JAVA, PDF, MS Office documents, common multimedia contents such as JPEG, QuickTime, MP3 and ZIP/RAR/7ZIP/TNEF archives, 3gp, asf, chm, com, dll, doc, docx, exe, gif, hip, htm, ico, jar, jpeg, jpg, mov, mps, mp4, pdf, png, ppsx, ppt, pptx, qt, rm, rtf, swf, tiff, url, vbs, vcf, xls, xlsx, bat, cmd, js, wsf, xml, flv, wav, avi, mpg, midi, vcs, Ink, csv, rm etc. to prevent advanced Malware and Zero-day attacks.
6.	The solution shall perform analysis on premise and no information/metadata shall be sent outside to the network for data privacy.
7.	The solution should store payload and artefacts of the detected threats for further analysis and incident timeline analysis.

8.	The solution shall report source IP, destination IP, source port, destination port and complete URL of the attack. The solution should also assign a unique identification number to each identified/detected threat for future reference.
9.	The solution shall detect the entire infection lifecycle and provide stage-by-stage analysis of the attack starting from system exploitation to data exfiltration
10.	The solution shall provide Risk-based alerts along with evident RAW artifices.
11.	The solution should have ability to block all outbound call-back communication initiated by the internal infected clients.
12.	<p>The solution should able to prevent infections, blocking/detecting the requests towards malware distribution domains, drive-by downloads, contain the pre-existing infections, blocking the requests towards:</p> <ul style="list-style-type: none"> <li>▪ command-and-control infrastructures</li> <li>▪ Malware Domain and IP,</li> <li>▪ Ransomware Domain and IP,</li> <li>▪ Bot IPs,</li> <li>▪ Exploit Kit IPs,</li> <li>▪ Malware DGA hostnames,</li> <li>▪ TOR Exit Node IPs,</li> <li>▪ Eastern European and Chinese IP (EECN),</li> <li>▪ Cryptocurrency hostnames and domains,</li> <li>▪ Newly Observed and</li> <li>▪ Zero day Domains</li> <li>▪ Geo-location</li> </ul>
13.	The solution should support the ability to alter priority of dynamic analysis environment execution for certain IP addresses.
14.	The solution should support SNMP, syslog exporting or for further integration with a logging solution.
15.	The solution should have no dependency on any other network device (e.g. Firewall, IDS/IPS, any type of security gateway, etc.) for its functioning.
16.	The proposed solution should have the ability to be deployed in the following modes: Inline blocking, inline monitoring and SPAN mode.
17.	<p>Ability to fully forensically analyse identified malware and provide the following information:</p> <ul style="list-style-type: none"> <li>▪ Comprehensive Host Modification Report</li> <li>▪ Copy of malware binary(s)</li> <li>▪ PCAP of all Malware Communications to Malware Command &amp; Control servers</li> <li>▪ Full URL trails identifying all of the locations to which the malware attempts to communicate.</li> </ul>
18.	The solution should utilize purpose built Virtual Machine (on-premise) to positively identify malware, including zero hour vulnerability exploits, polymorphic payloads, and obfuscated java-scripts.
19.	The solution should have concurrent execution of at least 40 virtual machines to enable parallel analysis of multiple objects coming in the web traffic stream without impacting performance. This should be achieved using a single appliances only.
20.	The solution must be able to detect and report malware by using multiple operating systems VM's (with multiple service pack levels) supporting 64-bit operating systems (Windows, Linux and Mac).

21.	The solution shall support XFF (X-Forwarded-For) to identify the IP address (internal LAN IP address) of a host in a proxy environment
22.	The solution should provide a Dashboard that offers real time threat visibility and attack characteristics.
23.	The solution should be able to reports in HTML/CSV/PDF/XML Formats.
24.	The solution should support logging of important parameters like Source IP, Destination IP, ports, protocol, Domain, time stamp etc. of the malicious web sessions.
25.	The solution should have the ability to provide for online / offline updating of threat intelligence.
26.	The solution should support Remote administration using both SSH and HTTPS.
27.	The solution should able to detect and report web exploits by using multiple versions of web browsers and plug-ins.
28.	The inline blocking function of the offered solution/appliance should be self-contained, and should not contingent upon integration with third-party firewalls, intrusion prevention systems, or other security tools. All components of solution should be a dedicated hardware appliance.
29.	The offered solution should have anti-evasion technique based hypervisor/virtualization solution.
30.	The solution should be able to notify an end-user by displaying a comfort page when traffic is blocked owing to the presence of an infection.
31.	The proposed solution must be able to run multiple Micro Tasks in a single VM (e.g. run sample across multiple versions of Adobe Acrobat in a Single VM Execution)
32.	The solution must include prepopulated LICENSED copies of Microsoft windows and office images through an agreement with Microsoft. There should be no requirement for the customer to buy additional Microsoft licences for sandboxing solution
33.	Data Ports: 4 x 1G interfaces and 2x10G SFP+ (with transceivers) Management ports: One number of 1G Copper port.
34.	Storage: 4TB into RAID 10 or higher
35.	Rack Mount: Rack mountable with OEM Rack mounting kit
36.	Power Supply : Dual Power Supply
37.	Central Management Console should have ability to centrally deploy the updates, patches and security contents/updates to all connected appliances
38.	Central Management Console should have ability to upgrade VM Guest Images centrally on connected APT sandboxing environment
39.	Centralized Management System should have web based GUI and a unified security dashboard displaying the real time consolidated data in graphical/textual format and all alerts received from and detected by APT devices. Central Management should help in providing centralized alert view for all connected APT devices as well as capability to group devices view all alerts or specific to an appliance.

40.	Central Management should be able to distribute Cert-In, NCIIPC or local generated threat intelligence among other APT devices connected such that if One APT device detects unknown threat locally that intelligence can be shared with multiple other APT device connected through central console for faster detection
41.	Web APT solution must be able to detect zero day attacks and generate local blocking rules or signatures on APT device itself that should block subsequent call-backs or infection URL that match locally generated signature. The solution must be able to auto-generate local rules (local infection, local call-backs) after completing dynamic analysis on premise on the appliances itself so that it can start blocking zero day malicious URLs and call-backs.
42.	Virtual Execution or Sandboxing component should be secure hardened hypervisor. This is critical hence detection engine should be resistant to VM evasion techniques used by advance malware in APT attacks.
43.	The solution must be able to detect multi-flow web-based attack where multiple files are executed in flow in attack.
44.	3 years OEM comprehensive Onsite Warranty and support for both hardware and software.

## 7. General Instructions and Bid preparation and Submission

### 7.1 Schedule of Tender

- a) Availability of Bid Document: The tender document is available on Procurement Portal i.e. <https://etenders.hry.nic.in>
- b) Amendment of Tender Document: The amendments in any of the terms and conditions of this Tender Document shall be uploaded on Procurement Portal i.e. <https://etenders.hry.nic.in> and all prospective bidders are advised to check Procurement Portal from time to time for any updates

### 7.2 Submission of Bids:

**Bids should be submitted online at <https://etenders.hry.nic.in> as per the date mentioned under Section "Important Information".**

### 7.3 Advice to the Bidders

- a) Bidders are advised to study this tender document carefully before participating. It shall be deemed that submission of Bid by the bidder have been done after their careful study and examination of the tender Document with full understanding to its implications
- b) Period of Validity of Offer: Offer should remain valid for 180 days after the date of opening of the Pre-qualification cum technical bids as prescribed by the ISMO, CRID. 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 TIA as non-responsive
- c) Language of the Bid Proposal: The Language of the bid proposal as prepared by the Bidders shall be English and all further correspondence and documents related to the bid proposal exchange with the ISMO, CRID shall be English.

### 7.4 Procedure for Submission of Bid:

The Bids should be submitted in two parts i.e. Pre-Qualification cum Technical Bid and Commercial Bid.

- a. **Mode of Submission of Bids:** - Both Pre-Qualification cum Technical Bid and Commercial Bid

shall be submitted Online on Haryana Govt. e-procurement portal strictly as specified in the Tender document. The Bids will not be received personally. Besides online submission of the bids, the bidder is also required to submit a hard copy of the said uploaded pre-qualification cum technical bid as per the date and time mentioned under Section “Important Information”.

- b. **Technical bid (Stage1):** - 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. The bidders shall submit the details of make and model of the items offered against the tender requirement
- c. **Price Bid Form (Stage 2):** -All the Price items as asked in the Tender shall be filled in the Price Bid Format as given in the Tender. The Prices quoted shall be only in INDIAN RUPEES (INR) only. The tender is liable for rejection if Price Bid contains conditional offers.
- d. **Rejection of Bid:** - Bids submitted other than the electronic form on e-procurement portal of Haryana Government shall not be entertained.

## 7.5 Bid Evaluation Process

### 7.5.1 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;

- a) not submitted in two parts as specified in the Tender received WITHOUT EMD amount and tender processing fee;
- b) All responsive Bids will be considered for further evaluation;
- c) The decision of TIA will be final in this regard

### 7.5.2 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: -

- a) without the Letter of Authorization;
- b) found without Tender Processing fee, EMD;
- c) found with suppression of details with incomplete information;
- d) subjective, conditional offers submitted without support documents as per the Eligibility Criteria;
- e) Evaluation Criteria non-compliance of any of the clauses stipulated in the Tender;
- f) Lesser validity period not found with OEM's compliance statement and the Technical Leaflets of the quoted models. The decision of TIA will be final in this regard;

## 7.6 Clarification by ISMO, CRID

When deemed necessary, ISMO, 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, ISMO, CRID may seek additional information or historical documents for

verification to facilitate decision-making. For such additional clarification, if deemed necessary, the bidding entity is required to submit their response to such additional requirement within five days from the date of issue of such request for additional clarification by ISMO, CRID. Such request for additional clarification shall be sent either through email or through post on the email address and postal address provided by the bidding entity at "FORMAT TO RESPOND TO TENDER". In case the bidding entity fails to comply with the requirements of ISMO, CRID as stated above, such Bids may at the discretion of ISMO, CRID, shall be rejected as technically non-responsive.

#### 7.7 Suppression of facts and misleading information

- a. During the Bid evaluation, if any suppression or misrepresentation of is brought to the notice of ISMO, CRID. ISMO, CRID shall have the right to reject the Bid and if after selection, ISMO, 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.
- b. Bidders shall note that any figures in the proof documents submitted by the Bidders for proving their eligibility is found suppressed or erased, ISMO, CRID shall have the right to seek the correct facts and figures or reject such Bids.
- c. It is up to the Bidders to submit the full copies of the proof documents to meet out the criteria. Otherwise, ISMO, CRID/ISMO at its discretion may or may not consider such documents
- d. The Tender calls for full copies of documents to prove the Bidder's experience and Capacity to undertake the orders

#### 7.8 Technical Bid Evaluation

- a. 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.
- b. For those Bidders who have already worked or working with CRID/TIA, their previous performance in CRID, Haryana 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:-
  - i. Non responsiveness after getting the purchase order
  - ii. Delay in supply, installation of the ordered products without any bonafide reason, etc.
  - iii. Poor warranty support
  - iv. Not executing the contract as per the terms and conditions
  - v. Not furnishing the performance bank guarantee as per the requirement laid in the contract/purchase orders



## 7.9 Price Bid Evaluation

- a. The 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 ISMO, CRID on the stipulated date & time. The Bidders or their authorized representatives will only be allowed to take part in the Price Bid Opening.
- b. An evaluation committee will evaluate the bids of all the bidders both technically and commercially as per the following schedule/pattern,
  - i. Only Technical bid shall be opened on the day of opening of the bids.
  - ii. Conditional bids shall summarily have rejected.
  - iii. The Technical bid: - 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.
  - iv. 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.
  - v. The commercial bid shall be evaluated as per guidelines issued by Department of Industrial & Commerce, Haryana from time to time.
- c. All the taxes indicated in the Price Bid will be taken for the Price Bid evaluation.
  - i. 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 section (Commercial bid)
  - ii. The bidder shall quote for the tendered items as well as for all the add-on-items mentioned in the tender document
  - iii. In case of rejection of a bid, the information will be given to the bidder within 2 days of the date of approval of the proceedings of the evaluation committee meeting. For any grievance, the bidder to communicate the same to the ISMO, CRID within 5 days of the date of issue of such letter/intimation regarding status of their bid being either as per this tender or Not as per this tender. Such bidder(s) should ensure that their communication is delivered/reached within 5 working days. Delay in post will not be counted as a valid reason. The representation/complaint will be examined, and the decision will be taken within 5 days. After disposal of such complaint/representation, financial bids of the technically qualified bidders will be opened.

## 7.10 Negotiations

- a. 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 Directorate of Supplies and Disposals, Haryana web site - <http://dsndharyana.gov.in/>. The policy/procedure issued by State Govt. time to time will also be applicable.
- b. The negotiated prices will remain valid for the period of validity of Rate (if any). However,

in case the prices are reduced the same will be applicable and Special Secretary, Citizen Resource Information Department, Haryana reserves the right to accept the reduced rates.

- c. If during the validity of the rates the model 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 R/C at the same rates i.e. rates finalized for the model at the time of negotiation for the rate contract. Accordingly, the bidders should prefer to offer model which are available during the whole period of Rate agreement

**7.11 Award of tender:**

- a. The award of tender will be issued to the successful bidder
- b. Splitting of bid cannot be considered due to the integrated solution which is required for ISMO Lab.

**7.12 ISMO, CRID reserves the right to:**

- a. Insist on quality / specification of materials to be supplied
- b. Modify, reduce or increase the quantity requirements to an extent as per the guidelines issued by the State Govt. from time to time
- c. Change the list of areas of supply locations from time to time based upon the requirement of the purchase.
- d. May inspect the bidders' factory before or after placement of orders and based on the inspection, modify the quantity ordered
- e. Withhold amount as per the deficiency in the service aspect of the ordered items supplied to the customers.

THE BIDDER IS EXPECTED TO EXAMINE ALL THE INSTRUCTIONS, FORMS, TERMS & CONDITIONS AND SPECIFICATIONS IN THE INDENTING DOCUMENT. FURTHER TO FURNISH ALL THE INFORMATION REQUIRED BY THE INDENTING DOCUMENT OR SUBMISSION OF A BID IN EVERY RESPECT WILL BE AT BIDDERS RISK AND MAY RESULT IN REJECTION OF THE BID.

**Read and accepted**

**Signature on behalf of**

**M/s** \_\_\_\_\_

## 8. Terms and Conditions of the Contract

### 8.1 Acceptance of Tender and Withdrawals

The successful bidder(s) must comply with an order no. F. No. 6/18/2019-PPD dated 23.07.2020 of Ministry of Finance Department of Expenditure Public Procurement Division regarding restrictions under Rule 144 (Xi) of the General Financial Rules (GFRs), 2017. The final acceptance of the tender is entirely vested with CRID, Haryana 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, Haryana the Successful Bidder shall have no right to withdraw their tender or claim higher price.

### 8.2 Refund of EMD

The EMD amount of Successful Bidder will be refunded after submission of Performance Bank Guarantee. EMD of all unsuccessful Bidders would be refunded in 90 days of the bidder being notified as being unsuccessful / issuance of LOI to successful bidder

### 8.3 Warranty

For all items as per this RFP required for ISMO Lab, to be supplied under this tender must come with OEM comprehensive onsite warranty shall remain as per the mentioned specifications, from the date of acceptance of the equipment & bundled Software and License.

### 8.4 Escalation matrix

Bidder is required to give the escalation matrix for the resolution of the issues with the Technical bid.

### 8.5 Licenses & Transportation

- i. All the system/software licenses if applicable are to be registered in the name of the respective indenting department – ISMO, CRID Haryana.
- ii. The entire cost of transportation from the Manufacturing Plant or Port of Landing to the designated destination as specified by ISMO, CRID shall be borne by the selected Bidder.
- iii. The transit insurance for all the items being delivered at respective site is the responsibility of the successful bidder

### 8.6 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 indenting department, the successful bidder shall replace the aid equipment at his cost within 10 days from the event reported by the indenting department/ISMO, CRID.

### 8.7 Payment, Delivery & Penalty Clause

- i. No payment shall be made in advance for any supplies made under this order.

- ii. **80% payment against inspection & delivery. Balance 20% payment on successful installation, commissioning and Operational training to the satisfaction of ISMO, CRID. ISMO, CRID/DITECH will ensure releasing of payment as soon as possible but not later than 45 days from the date of submission of all documents by the Successful bidder required for releasing of payment.**
- iii. **Performance Bank Guarantee:** -The successful bidder is also required to submit a performance bank guarantee (PBG) in favor of "SOCIETY FOR IT INITIATIVE FUND FOR E - GOVERNANCE payable at Chandigarh", equivalent to the 5% of the total order value within seven days from the date of issue of the purchase order and to be kept valid for three years and six months from the date of supply of the items as mentioned in this tender. The successful bidder shall be required to extend the bank guarantee equivalent to any delay period of supply and for any annual renewal subsequent to the expiry of initial three years. In the case of renewal, the validity of the PBG shall be equivalent to the renewal period.
- iv. When the extension of time is required due to any delay on the part of TIA/end user, extension of delivery time for the period of such delay involved may be granted by, SS IT, CRID as the case may be provided the successful bidder produces documentary evidence of the delay.
- v. Penalty amount if any will be adjusted in the payment due to the Successful Bidder.
- vi. All taxes and other levies imposed by Governments in India will be paid at actual as applicable
- vii. **Delivery** of the ordered items is to be supplied within the delivery period of **six weeks (42 days)** otherwise specified in the purchase order.
- viii. **In case of delay in delivery beyond the delivery period of 6 weeks (42 days) or mentioned in purchase order, the following penalty shall be imposed: -**

Sr. No.	Delay in weeks (days) after the stipulated delivery period of six weeks (42 days)	Penalty % on total value of the order
A	1 week (1-7 days)	1%
B	2 weeks (8-14 days)	1.5%
C	3 weeks (21 days)	2%
D	4 weeks (28 days)	Cancellation of order after consultation with indenting department/ ISMO, CRID/TIA*

**\* if, ISMO, CRID opts to accept the items beyond four weeks (28 days) delay, 1% penalty per week would continue for any unjustified delay in delivery.**

#### 8.8 Invoicing

- i. With every dispatch of good so materials in the order, the successful bidder will prepare invoices in-triplicate in the name of **Director(Administration), Citizen Resources Information Department, Room No. 42, 09th Floor, Haryana Civil Secretariat, Chandigarh.**
- ii. Invoice along with Delivery Challan in duplicate are to be sent by the successful bidder to the consignee. The duplicate of Delivery Challan to be returned by the respective indenting officers with the quantities or numbers received duly noted and signed thereon to the successful bidder
- iii. Second copy to ISMO, CRID along with the duly signed Delivery Challan received by the successful bidder from the respective intending officers for further necessary action regarding payments, etc. The payment shall be released by ISMO, CRID after the receipt of

inspection/verification of the materials from the indenting department. The third copy to be sent by the successful bidder to Indenting department for record in its office.

#### 8.9 Forfeiture of EMD and PBG

##### a) Forfeiture of Earnest Money

- i. If the bidding entity withdraws his bid before the award of tender to the successful bidder or the successful bidder withdraws after the acceptance of the bid, the Earnest Money Deposited by such bidding entity will be forfeited
- ii. If the bidding entity fails to comply with any of the terms, conditions or requirement of order and the technical specifications of the tender document at time of award of contract, the Earnest Money deposited by the bidding entity will be forfeited
- iii. In case required performance security is not submitted by the bidding entity within 15 days from the date of issue of Purchase order, the Earnest Money deposited by the bidding entity. will be forfeited.

##### b) Forfeiture of Performance Bank Guarantee

- i. The ISMO, CRID reserves the right of forfeiture of the performance guarantee in the event of the successful bidder's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms & conditions of contract.
- ii. 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
- iii. 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
- iv. In case the successful bidder fails to provide services during the warranty period as per the satisfaction of ISMO, CRID/ indenting department, the Performance security deposited by the vendor will be forfeited
- v. In case the successful bidder 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 extra chance if required for inspection, the Performance security deposited by the successful bidder will be forfeited
- vi. Performance guarantee shall be returned after successful completion of warranty period and AMC period as the case may be to the entire satisfaction of indenting department or CRID, Haryana.

#### 8.10 Authenticity of submitted Documents/Information

- a. 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 ISMO, CRID shall issue any necessary instructions and the priority of the documents shall be in accordance with the order as listed in the Appendix.
- b. If any mismatch 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.
- c. If in case, any document, information & / or certificate submitted is found to be incorrect / false / fabricated, the ISMO, CRID at its discretion may disqualify / reject / terminate the bid/contract and also forfeit the EMD / All dues.

#### 8.11 Consequences of Cancellation of Order:

- a. If the successful bidder fails to adhere to any of the terms & conditions of this tender and subsequent purchase order, the competent authority reserves the right to cancel the order.
- b. Upon cancellation of order, the successful bidder shall deliver or cause to be delivered all works carried out for and on account of the indenting department and all data and records required from or on account of the Indenting Department/Organization.
- c. 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.
- d. Upon cancellation of order for any reason whatsoever, the successful bidder shall return to the Indenting Department/Organization any and all confidential information and any other property of the Indenting Department/Organization.
- e. CRID Haryana on behalf of and in consultation with Indenting Department/Organization 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.
- f. The successful bidder shall continue the performance of the order to the extent not terminated.
- g. In case, upon cancellation of order, CRID Haryana on behalf of and in consultation with Indenting Department/Organization shall have the right to impose the following penalties: -
  - i. Forfeiture of earnest money
  - ii. Imposition of liquidated damage.
  - iii. Putting supplier on holiday.
  - iv. Blacklisting of the bidder
  - v. Forfeiture of bank Guarantee (s)
  - vi. Risk Purchase on the expenses of vendor.

#### 8.12 Termination of Contract

##### i. Termination for default

- a) ISMO, 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 ISMO, CRID; or
  - (ii) 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 ISMO, CRID, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.

- b) In the event ISMO, CRID terminates the Contract in whole or in part, ISMO, 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 ISMO, 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.
- c) Upon cancellation of contract for whatsoever, ISMO, CRID/ISMO shall have the right to perform the following penalties:-
  - i. Forfeiture of earnest money
  - ii. Imposition of liquidated damage.
  - iii. Putting supplier on holiday.
  - iv. Blacklisting of the bidder.
  - v. Forfeiture of bank Guarantee (s) and Security deposit

**ii. Termination for Insolvency**

ISMO, 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 ISMO, CRID.

**iii. Termination for Convenience**

ISMO, 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 ISMO, CRID 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.

**8.13 Single point of contact**

The Successful Bidder shall nominate and intimate ISMO CRID, an authorized person as a 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.

**8.14 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 ISMO, CRID.

**8.15 Liquidated Damages (LD)**

A penalty will be levied at the rate specified in this tender document 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 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.

#### 8.16 Other Conditions

- a) The final decision regarding the finalization of tender would be based on the technical capacity and pricing of the Bidder. CRID, Haryana does not bind itself in selecting the bidder offering lowest prices.
- b) CRID, Haryana 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 Govt. Of Haryana for good and sufficient reasons.

#### 8.17 Arbitration and Jurisdiction

- (a) In case of any dispute, the matter shall be referred to an Arbitrator mutually appointed in accordance with the "Arbitration and Conciliation Act 1996". The arbitration shall be held in Chandigarh India and the language English only.
- (b) Subject to the above, the Courts at Chandigarh alone only shall have jurisdiction in the matter.

**Read and accepted**

**Signature on behalf of**

**M/s** \_\_\_\_\_



## 9. Format to respond through Tender

FORM A

**(To be submitted on its Letterhead by the bidder)**

To,  
Special Secretary,  
Citizen Resource Information Department, Haryana  
SCO 109-110, 1<sup>st</sup> Floor Sector 17 B, Chandigarh - 160017

Dear Sir,

**Subject: <<Regarding Tender Ref No.: \_\_\_\_\_ Dated: \_\_\_\_\_ >>**

- 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 \_\_\_\_\_ 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 ISMO, CRID /Department is not bound to accept/annul any bid received in response to this Tender.
- 6) In case, I/We are engaged by ISMO, CRID /Department as service provider contractor for supply of ordered items/goods/items of turnkey projects, I/We shall provide all assistance/cooperation required by ISMO, CRID / 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 ISMO, CRID /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	Remarks
1.	Legal Name of Entity	
2.	Type of Business	<input type="checkbox"/> Company <input type="checkbox"/> Partnership Firm <input type="checkbox"/> Limited Liability Partnership
3.	Company Identification No. (CIN) or Tax Identification No. (TIN)	
4.	Business Address: City District State Zip code Telephone Nos.: Contact email:	
5.	Registered Address of the Company: Address: City District State Zip code Contact Person: Telephone Nos.: Contact email: Company Website URL	
6.	PAN No. of bidder  TAN No. of bidder  GST No. 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	<input type="checkbox"/> Yes <input type="checkbox"/> No

S#	Required Details	Remarks
	District State Zip/Pin	
9.	Relationship with the parent company	<input type="checkbox"/> Subsidiary <input type="checkbox"/> Division
10.	Date of ownership	
11.	Name of Bid and Contract Signing Name Designation Contact No. Email: Power Of Attorney or resolution of Board of Directors through which authorized as signatory	
12.	Memorandum of Association and Articles of Association of the company  Bye Laws and certificates of registration (in case of registered firm)	

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

S#	Required Details	Remarks
1.	Turnover of the Indian company for last three years (FY 2022-23, 2023-24, 2024-25)	
2.	Net worth of the Indian company for last three years (FY 2022-23, 2023-24, 2024-25)	
3.	Profit of the Indian company for last three years (FY 2022-23, 2023-24, 2024-25)	

**11) 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.

**12) Blacklisting:**

That I/We hereby confirm that M/s \_\_\_\_\_ has not been blacklisted by any State Government/ Central Government/ Public Sector Undertakings during the last three years due to any reasons.

**13) Adherence to IT Laws and Government Regulations:**

That I/We hereby confirm that M/s \_\_\_\_\_ should comply to standards and regulations as notified by Government of India from time-to-time including but not limited to IT Act 2000 and its subsequent amendments, Ministry of Electronics and Information Technology (MEITY), CERT-IN and NCIIPC. Further, I/We hereby also confirm that M/s \_\_\_\_\_ will ensure that offered solution as part of project scope have strict compliance to all cyber/information security policies, procedures and regulation and its subsequent updates issued by Government of India or its authorized agencies.

**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)*

### Checklist to be enclosed with Technical Bid

Date:-

To,  
Special Secretary,  
Citizen Resource Information Department, Haryana  
SCO 109-110, 1<sup>st</sup> Floor Sector 17 B, Chandigarh - 160017

Subject: <<Regarding Tender Ref No.: \_\_\_\_\_ Dated: \_\_\_\_\_ >>

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

#	Requirement Head	Clause	Documents required	Document Attached (Yes/No)	Bid. Pg. no.
1	Legal status	<p>The bidding entity having GST registration &amp; PAN must be:</p> <p>(i) company registered in India under the Indian Companies Act, 1956/2013</p> <p>(ii) Firm registered under Partnership Act 1932</p> <p>(iii) LLP registered under LLP Act 2008</p> <p>(iv) Govt. Autonomous Body/CPSU/PSU</p> <p>The bidding entity should be in existence in India for at least the last 3 years FY (2022-23, 2023-24, 2024-25).</p> <p>Bidder can also be a startup as defined by Govt. of Haryana, Industries &amp; Commerce Department vide policy circular no. 2/2/2016-4IB-II dated 03.01.2019. The said policy circular is available on the website of DGS&amp;D, Haryana i.e. <a href="http://dsndharyana.gov.in/en-us/Purchase/Rules-instruction-and-procedure/Instructions">http://dsndharyana.gov.in/en-us/Purchase/Rules-instruction-and-procedure/Instructions</a></p>	<p>1. Self-attested with stamp by bidder</p> <p>2. Copy of Certificate of Incorporation/registration</p> <p>3. Copies of valid GST number &amp; PAN No</p> <p>In case of startups, the prior turnover and prior experience shall be applicable as defined by Govt. of Haryana, Industries &amp; Commerce Department vide policy circular no. 2/2/2016-4IB-II dated 03.1.2019. The clause of OEM/authorized distributor/Dealer/ agent shall not apply for startups as startups have to bid directly</p>		
2	Processing Fee	E-Payment for Tender Document fee i.e. INR 5,000/- (Rupees Five Thousand Only) (Non-refundable) and eService	The copy of the online payment receipt must be uploaded with Technical bid.		

		Fee of Rs.1180/- (Rupees one thousand one hundred and eighty only), both GST inclusive at state e-tendering Portal in favor of Society For IT initiative Funds for e-Governance.			
3	EMD	The EMD will be ₹1,21,000.00, can be made by eligible bidders through Online Mode at the State e-Tendering Portal. This EMD will be returned on award of tender to the L1 Bidder.	Scanned copy of Online Payment Receipt must be uploaded with technical e-bid.		
4	Authorized signatory	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 Certificate from the Company Secretary / Director of the Bidding entity certifying that the Bid signatory is authorized by the entities to do so along with authorization letter from competent authority / board resolution, resolution number and date.		
5	Project Experience of Bidder	The bidder should have executed orders of 20% of estimated tender value or supplied at least 20% of tender quantity in last 3 financial years FY (2022-23, 2023-24, 2024-25) of supply, installation and commissioning of following products and software as listed in the bill of material i.e. NFGW, NDR, EDR/XDR, WAF, Blade Servers etc. The orders should be executed on behalf of State/Central Govt./PSU/ University/ Defense in India.	A certified letter from the concerned Client confirming the successful completion of work order, copy of work order having total amount, date of engagement.		
6	Turn Over	The bidder average turnover during last 3 years should be at least 25 Lacs during FY 2022-23, 2023-24, 2024-25.  The bidder should have positive net worth (measured as paid-up capital plus free reserves) in last audited financial years FY (2022-23, 2023-24, 2024-25).	1. Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years (2022-23, 2023-24, 2024-25).  2. Certificate duly signed by Statutory Auditor/ CA of the Bidder confirming the positive net-worth in each of three		

			financial years (2022-23, 2023-24, 2024-25).		
7	ISO Certifications	ISO 9001:2015 or higher Certificate issued in the name of OEM for Manufacturing Process.	Copies of valid ISO certificate on the date of submission of bid issued by the Govt. Certifying authority.		
8	Service Center	There should be at least one OEM owned or OEM authorized service centers in Delhi NCR/Chandigarh.	Documentary evidences for authorized Service Center for the quoted products.		
9	Compliance of Minimum Specifications and MAF (Manufacturer's Authorization Form)	The offered items as proposed should meet the minimum specifications of mentioned in the RFP for technical compliances.	<ol style="list-style-type: none"> <li>1. A self-certified document by respective OEM's (on their letter head) for compliance to Minimum Technical specifications as per this RFP for Rack Server, Storage/NAS Box and Network Traffic Monitoring Solution.</li> <li>2. Documentary evidences such as Authorization letters MAF (Manufacturer's Authorization Form) of respective OEMs for Rack Server, Storage/NAS Box and Network Traffic Monitoring Solution clearing indicating the Model and Make/Version of the offered products.</li> </ol>		

**Following Annexures are attached herewith as part of Technical Bid on our letter head:**

#	Annexure Required	Annexure Details	Document Attached (Yes/No)	Bid Page No.
10	Statutory undertaking	Annexure 1		
11	Technical Compliance	Annexure 2		
12	Undertaking for Technical Support and Service Warranty Certificate	Annexure 3		
14	Format for Relaxations to Micro Small Enterprise registered in Haryana	Annexure 5		
15	Format for Relaxations to Medium Enterprise registered in Haryana	Annexure 6		
16	Authenticity of submitted documents/information	Annexure 7		
17	Tender Document	Signed and stamped copy of Tender document		

Further, following Annexures are also attached herewith as part of Commercial Bid (in separate envelope) on our letter head:

#	Annexure Required	Annexure Details	Document Attached (Yes/No)	Bid Page No.
17	Undertaking of rates	Annexure 4		
18	Commercial Bid	Annexure 8		

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)*



***Covering Letter for Commercial Bid  
(To be submitted by the bidder on its letter head)***

Dated: -

To,  
Special Secretary,  
Citizen Resource Information Department, Haryana  
SCO 109-110, 1<sup>st</sup> Floor Sector 17 B, Chandigarh - 160017

Subject: Commercial Bid proposal for <<Tender Ref No.: \_\_\_\_\_  
Dated: \_\_\_\_\_ >>

Sir,

With reference to your RFP for “Supply, Installation and Commissioning of IT Hardware Infrastructure”. we hereby submit our Commercial Proposal for the same. Having examined the tender document, we, the undersigned, offer to provide the Hardware, Software and Services as required and outlined in the RFP.

1. PRICE AND VALIDITY

- a) All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
- b) We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.

2. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated in Annexure 8 – “**Summary of Cost Components**”, of this Section attached with our Tender as part of the bid proposal.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached here with this commercial Bid.

Thanking you,

**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*

## 11. ANNEXURES

### Annexure 1: Statutory Undertaking

(To be enclosed with Technical bid)

Date: \_\_\_\_\_

To,  
Special Secretary,  
Citizen Resource Information Department, Haryana  
SCO 109-110, 1<sup>st</sup> Floor Sector 17 B, Chandigarh - 160017

**Subject:** <<Regarding Tender Ref No.: \_\_\_\_\_ Dated: \_\_\_\_\_ >>

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 2: Technical Compliance**  
(To be enclosed with Technical bid)

Dated: \_\_\_\_\_

To,  
Special Secretary,  
Citizen Resource Information Department, Haryana  
SCO 109-110, 1<sup>st</sup> Floor Sector 17 B, Chandigarh - 160017

**Subject: <<Regarding Tender Ref No.: \_\_\_\_\_ Dated: \_\_\_\_\_ >>**

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 Hardware/IT Systems 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: -

#	Offered Items as per minimum technical specifications	Offered Quantity	Compliance of Technical specifications (Yes/No)
1	Rack Server	02	
2	Storage/NAS Box	01	
3	Network Traffic Monitoring, Threat Detection & Prevention and Reporting - Solution	01	

**Compliance to the minimum technical specifications:** I/We M/s \_\_\_\_\_ undertake on the letter head of the respective OEMs to comply with the minimum technical specifications of each of the equipment or appliances & software of this tender document.

I/We M/s \_\_\_\_\_ further undertake that all the equipment supplied under this tender at ISMO Lab, at Chandigarh shall be supplied along with all cables, connectors etc. required for their successful installation and commissioning within the cost given against each item.

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 3: Undertaking for Technical Support and Service Warranty Certificate**  
(To be enclosed with Technical bid)

Date: \_\_\_\_\_

To,  
Special Secretary,  
Citizen Resource Information Department, Haryana  
SCO 109-110, 1<sup>st</sup> Floor Sector 17 B, Chandigarh - 160017

**Tender Ref. Number: <<Regarding Tender Ref No.: \_\_\_\_\_ Dated: \_\_\_\_\_ >>**

**Sub: Undertaking for honoring warranty for the period indicated in the RFP contract.**

This bears reference to our quotation Ref. \_\_\_\_\_ Dated \_\_\_\_\_

I/We warrant that,

- 1) All security Hardware/Software items supplied by us shall be brand new, 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) All security appliances & software to be supplied under this tender have been provisioned with OEM comprehensive onsite warranty for duration mentioned in the minimum technical specifications from the date of acceptance of the equipment & Software supplied under this tender within the price quoted by us in the Commercial Bid.
- 3) OEM support if required to be extended by the ISMO CRID after the expiry of initial warranty duration.
- 4) We shall provide the documentary proof for OEM warranty for each quoted products/items and proof of purchase at the time of supply.
- 5) None of the components and sub-components are declared "End-of-sale" by the respective OEM as on date of submission of Bid.
- 6) Undertake that the support including spares, security updates/patches for the quoted products shall be available and product will not be End of Life for next 5 years from Go-Live acceptance.
- 7) If the licenses supplied by us is not-supported by the OEM during the period of contract for any reason, we will replace the license with a suitable higher alternate for which support is provided by the OEM at no additional cost to ISMO, CRID/Indenting department and without impacting the performance or timelines of this engagement
- 8) Response to any malfunctioned equipment reported by ISMO/its system integrator/ Managed Service Provider / any Authorized representative of ISMO, CRID, the successful

bidder shall respond within 4 hours of logging of complaint and provide resolution/replacement within 4 Days on 24\*7\*365 basis (All Days).

9) Services including repair/replacement of defective parts will be done by us and fully backed by respective OEM's. Replacement of defective Systems/parts will be done by equivalent or better systems/parts of the same make.

10) We shall provide a quarterly visit of our service personnel for smooth functioning of the supplied items.

**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: Undertaking Of Rates**  
**(To be enclosed with the commercial bid)**

Dated: -

To,  
Special Secretary,  
Citizen Resource Information Department, Haryana  
SCO 109-110, 1<sup>st</sup> Floor Sector 17 B, Chandigarh - 160017

Subject: <<Regarding Tender Ref No.: \_\_\_\_\_ Dated: \_\_\_\_\_ >>

We M/s \_\_\_\_\_ do hereby confirm that:

- i. 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 ISMO, 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 the department.
- ii. 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 ISMO, CRID or from indenting 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 5: 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 Rs. 10/-)**

**Subject: <<Regarding Tender Ref No.: \_\_\_\_\_ Dated: \_\_\_\_\_ >>**

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 6: 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 Rs. 10/-)**

**Subject: <<Regarding Tender Ref No.: \_\_\_\_\_ Dated: \_\_\_\_\_ >>**

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 Dept./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 7: Authenticity of submitted documents/information**

**(To be submitted by bidder on non-judicial stamp paper of Rs. 100/- (Rupees Hundred only to be duly attested by Notary Public)**

**Subject: <<Regarding Tender Ref No.: \_\_\_\_\_ Dated: \_\_\_\_\_ >>**

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 ISMO, CRID are genuine  
and true and nothing has been concealed.
3. I shall have no objection in case the ISMO, 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 ISMO, 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, Haryana 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 TIA 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 ISMO, 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 ISMO, 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 is true to my knowledge and nothing has been concealed there from..... and that no part  
of it is false.

Verified at .....this.....day of .....

DEPONENT

ATTESTED BY (NOTARY PUBLIC)

**Annexure 8: Summary of Cost Components**

#	Offered Items as per minimum technical specifications	Unit Rate (in ₹) inclusive of all taxes (in Figures & Words)	Quantity	Total Price (in ₹) inclusive of all taxes (in Figures & Words)
1	Rack Server		02	
2	Storage/NAS Box		01	
3	Network Traffic Monitoring, Threat Detection & Prevention and Reporting - Solution		01	
<b>Grand Total (in ₹) of Bid Price ( In Figures)</b>				
<b>Grand Total (in ₹) of Bid Price ( In Words)</b>				

**Note:**

1. Right to vary quantity: At the time of award of contract, the quantity of goods, works or services originally specified in the bidding documents may be increased or decreased. It shall be without any change in the unit prices or other terms and conditions of the bid and the bidding documents.
2. The item wise L1 cost shall be considered for Negotiation, which shall be conducted with the qualified bidders as per the purchase procedures of the State Govt. prevailing at that point of time.
3. It is necessary for the bidders to fill online all the fields of the Commercial Bid format as given in the aforementioned e-Tender ID (2025\_HRY\_452670) at the State e-Tendering portal.

**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)*

====End of Document==