

Corrigendum -2**e-TENDER NOTICE
e-Tender/Hartron/Proc/2016-17/29****E-Tender for Purchase of EMS/NMS Solution for the monitoring & management of HSDC
& SWAN Operations**

This corrigendum shall become an integral part of e-Tender/Hartron/Proc/2016-17/29 and shall be referred for further evaluation of the bids and for implementation of the project.

Sr. No.	Page No. & Clause of Tender	Clause as per Tender	To be read as
1.	Page 8 "Scope of Work"	The overall scope of work for the bidder includes deployment of Common IT Infrastructure Management system to monitor report and manage the elements and network devices that form the backbone of the IT Infrastructure services being offered through the SDC and SWAN for the state	<p>Revised scope of work is as under:- The overall scope of work for the bidder includes deployment of Common IT Infrastructure Management system to monitor report and manage the elements and network devices that form the backbone of the IT Infrastructure services being offered through the SDC and SWAN for the state for five years to be extended for 6th and 7th year as well on the same terms & conditions as mentioned in the tender document as well as corrigendum issued. However, a decision to avail the services for the 6th & 7th year shall be taken in the last quarter of 5th year of O&M.</p> <p>All licenses quoted in the technical and financial proposal shall be perpetual in nature. Any version up gradation of base Operating System (OS), the supplied EMS/NMS software, hardware have to be upgraded and matched accordingly during the currency of the contract as well as for the extended period of the contract including AMC</p> <p>AMC of hardware and software for 6th and 7th year after the expiry of warranty of five years. However, a decision shall be taken to avail the AMC for the 6th & 7th year in the last</p>

Sr. No.	Page No. & Clause of Tender	Clause as per Tender	To be read as
			<p>quarter of 5th year of O&M.</p> <p>During the Warranty and AMC period the OEM will provide updates and upgrades for the software.</p>
2.	Page 13 "Network Management" NM.041	Shall provide accessibility to internal built-in database as well as compatibility to standard RDBMS	Stands deleted.
3.	Page 14 "Network Management" - NM.048	Shall take the snapshots of Network maps at a certain point of time for future reference of the state of network with the present state.	Stands Deleted
4.	Page 14 "Network Management" - NM.052	Shall support bandwidth monitoring of non SNMP based devices on network like IP Phone etc.	SHALL support bandwidth monitoring of any reachable devices either on SNMP or ICMP protocols.
5.	Page 23 "Network Correlation" -NC.016	SHALL support correlation of layer-2 switched information in connector-down circuit, including trunks and meshes	SHALL support event correlation of network devices and can generate root cause analysis based on historical data and on ongoing activities in the network.
6.	Pg. 23 "Network Correlation" – NC.016	SHALL support correlation of layer-2 switched information in connector-down circuit, including trunks and meshes	SHALL support event correlation of network devices and can generate root cause analysis based on historical data and on ongoing activities in the network.
7.	Pg. 24 "Dashboard and Reporting" D&R.005	SHALL support easy "slice and dice" data by moving and shifting event, field, columns etc.	"Solution should be able to provide easy configuration of Dashboards by moving and shifting of columns and fields"
8.	Page No. 27 Help Desk and SLA Management Clause No. 3.6 - H&S.014 (page no 29)	SHALL be ITIL V3 certified on at least 12 processes. The solution SHALL have Service Catalog, Incident Management, Problem Management, and Change & Configuration Management, Service Level Management and release management	SHALL be ITIL V3 certified on at least 10+ processes. The solution SHALL have Service Catalog, Incident Management, Problem Management, and Change & Configuration Management, Service Level Management and release management

Sr. No.	Page No. & Clause of Tender	Clause as per Tender	To be read as
9.	Page no. 38 "Training Requirement" Clause No. 5 - 4 th bullet	Proof of concept (POC) will be conducted by the interested OEM's to showcase the functionality as per the technical requirements and specifications given in this document. The proof of concept demonstration will be based on the solution architecture for the specifications given in this document.	Proof of concept or live site visit of similar network having 1000+ devices will be conducted/arranged by the interested OEM's to showcase the functionality as per the technical requirements and specifications given in this document. The proof of concept demonstration / live site visit will be based on the solution architecture for the specifications given in this document
10.	Page No. 55, "Bid Evaluation Criteria" Clause No. 14 – (line item no. 6) – "Proof of Concept"	Proof of Concept in line with the requirement.	Revised evaluation criteria at Annexure II.
11.	Pg. No. 38 "Training Requirements" Clause No. 5 – 1 st bullet	The OEM will be responsible to provide trainings to Common Infrastructure Management Team (CIMT) at least once a year and whenever there is a major change. Trainings will be given at different levels to the concerned users of the solution	The OEM will be responsible to provide trainings to Common Infrastructure Management Team (CIMT) of 15 officials for the 1 st year for 3 full working day, thereafter, the training will be 2 full working days for the same size of batch once in a year and whenever there is a major change. Trainings will be given at different levels to the concerned users of the solution. The location for the training will be at Chandigarh. The necessary space, laptops/ desktops and connectivity shall be provided by Hartron. The content of the training will be provided by the selected bidder before the commencement of the said training.
12.	40; 7. General Terms & Conditions	In case, OEM chooses to participate in this through an authorized partner, the authorized partner shall satisfy following terms and conditions	Revised criteria is placed at Annexure II.
13.	Pg. 40 "General Terms & Conditions" clause no. 7	OEM and Authorized partner shall have business association for a minimum period of three	

Sr. No.	Page No. & Clause of Tender	Clause as per Tender	To be read as
		continuous business years Agreement/ Contract copy	
14.	Pg. 40 "General Terms & Conditions" clause no. 7	"Implementation capability: OEM or Partner who have implemented or implementing single implementation of 10000 + devices or two implementation of 5000 devices each or 4 implementations of 3000 devices each shall also be considered in last 2 years.	
15.	Page No. 41 sr. No. 8 of General Terms & Conditions	Agreement- "The agreement will be signed between- (i) OEM and Hartron or (ii) OEM, Partner, and HARTRON clearly defining Roles and Responsibilities of each party or (iii) Partner and Hartron in the event the bid is being submitted by the Partner as the prime contractor, in which case the partner will also submit a copy of the teaming agreement executed by it with the OEM which states the broad roles and responsibilities of the partner and the OEM and the same is able to demonstrate an important role of the OEM in the implementation and delivery of the project".	Revised criteria is placed at Annexure II.
16.	Page No. 41 Clause No. 2 of General Terms & Conditions	In case the proposal is submitted by authorized partner, the following Roles and Responsibility must be ensured	Revised Matrix attached as Annexure I with this corrigendum
17.	Pg. 43 "Penalty" Clause No. 7.3	If the successful bidder fails to deliver product/services prescribed in the RFP, the same shall be subject to 0.5% penalty per week up to 5% of the Total project value. The default in performance of any services in the prescribed period may render their liable to any or all of the following penalties:- <ul style="list-style-type: none"> • The penalty as mentioned above. • Termination of the contract 	Pg. 43 "Penalty against delivery and installation" Clause No. 7.3 If the successful bidder fails to deliver and install the products prescribed in the RFP, the same shall be subject to 0.5% penalty per week up to 5% of the Total project value. The default on this account during the prescribed period of delivery and installation, may render to any or all of the following penalties:- <ul style="list-style-type: none"> • The penalty as mentioned above. • Termination of the contract as per clause no. 19.9 of the tender

Sr. No.	Page No. & Clause of Tender	Clause as per Tender	To be read as
			document.
18.	Pg. 47 "Payment Terms" Clause No. 9		Revised are placed on Annexure III with this corrigendum.
19.	Pg. 49 "General Qualifications" 7 th bullet	OEM/Partner is required to submit completion certificates for implementation of at least 3 EMS/NMS project	Stands deleted. Refer revised clause at point no. 13 of this corrigendum.
20.	Page no. 53 Clause no. 13.3 "Technical Bid shall consist of" 7 th bullet	Detailed document on the proposed plan by Bidder for the security and the network management system (both hardware and software), firewall, email, communications, etc. specifying the protocol design, reports, alarms and management functions available	Detailed document on the proposed plan by Bidder for the security of Enterprise Management Software and the network management system (both hardware and software), firewall, email, communications, etc. specifying the protocol design, reports, alarms and management functions available
21.	Page no. 53 Clause no. 13.5 "Opening of Bids and procedure for evaluation" 1st bullet	An evaluation committee so constituted by GoH will evaluate the bids i.e. prequalification, technical and commercial on Quality cum Cost Based Selection (QCBS) methodology i.e. the aggregate scores of the technical bid (80%weightage) and Commercial bids (20% weight age) will be made. The Bids upon opening will be initially examined to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order	Revised evaluation criteria is placed at Annexure IV.
22.	Page no. 55 Clause no. 14 "Bid evaluation criteria		Revised evaluation criteria is placed at Annexure IV.
23.	Page no. 59 Clause no. 17.8 "Performance Bank Guarantee"	While signing the Contract Agreement with GoH, the successful OEM/Partner within 15 (fifteen) days of signing the Contract agreement shall furnish unconditional irrevocable Performance Bank Guarantee from a Nationalized Bank in favor of "Managing Director, HARTRON" on the prescribed Format (as mentioned at ANNEXURE (TBA) 2), which will be valid for a period of six years	While signing the Contract Agreement with GoH, the successful OEM/Partner within 15 (fifteen) days of signing the Contract agreement shall furnish unconditional irrevocable Performance Bank Guarantee from a Nationalized Bank in favor of "Managing Director, HARTRON" on the prescribed Format (as mentioned at ANNEXURE (TBA) 2), which will be valid for a period of six years or five years and six months from the date of signing the contract or till the completion of contract

Sr. No.	Page No. & Clause of Tender	Clause as per Tender	To be read as
		<p>or five years and six months from the date of signing the contract or till the completion of contract whichever is earlier.</p> <p>10% PBG on the contract value</p>	<p>whichever is earlier.</p> <p>10% PBG on the contract value. The bidder is required to extend the PBG in case the contract is extended for 6th and 7th year.</p>
24.	Pg. 66 "Penalty" clause no. 18.5	<p>If the successful OEM/Partner fails to deliver services prescribed in the Specifications, the same shall be subject to 0.5% penalty per week of the quarterly billing value upto 20% of quarterly billing value. If the credit value goes in negative for three consecutive months, it will amount to breach of contract and the payment will be as per the penalty imposed</p>	<p>Pg. 66 "Penalty against delivery of services- during the currency of the contract" clause no. 18.5</p> <p>If the successful OEM/ Partner fails to deliver services as prescribed in this RFP and on account of not meeting the service level agreements, the selected vendor shall be liable to the following penalty:-</p> <ul style="list-style-type: none"> • 0.5% penalty per week of the quarterly billing value up to 20% of quarterly billing value. If the credit value goes in negative for three consecutive months, it will amount to breach of contract and the payment will be as per the penalty imposed. • Forfeiture of earnest money and revoking of security performance bank guarantee. • Termination of contract: (Refer clause No. 19.9 and page No. 45 clause No. 8.1 – line item # f to h)
25.	Page 66, Clause 18.6 - 1 st bullet	<p>Responsibilities of Successful OEM/Partner: The successful OEM/Partner is responsible to execute all but not limited to the work specified under scope of work as specified in section-2 of this document.</p>	<p>Responsibilities of Successful OEM/Partner: The successful OEM/Partner is responsible to execute all but not limited to the work specified under scope of work as specified in section-2 of this document except where additional hardware and software purchase is not required.</p>
26.	Page 69, Clause 19.9	Termination of the contract	<p>The following is added A notice period of at least 30 days before any event of termination</p>
27.	Page 69, Clause	<p>Consequences of termination: OEM/Partner may procure services similar to those</p>	<p>Consequences of termination: OEM/Partner may procure services similar to those undelivered, upon</p>

Sr. No.	Page No. & Clause of Tender	Clause as per Tender	To be read as
		undelivered, upon such terms and in such manner, as it deems appropriate, at the risk and responsibility of the successful OEM/Partner and the successful OEM/partner shall be liable for any additional costs for such services.	such terms and in such manner, as it deems appropriate, at the risk and responsibility of the successful OEM/Partner and the successful OEM/partner shall be liable for any additional costs for such CAPEX/OPEX discovered after following due tendering process/rate contract of the State or Central Govt.
28.	Page 69, Clause 19.10	Consequences of termination:	Additional clause In the event of termination, the bidder will be paid for the services rendered/ goods delivered which have been duly accepted by Hartron till the time such termination notice comes into effect
29.	75; 22. Annexure C	Unit License Cost of Storage Device	Additional license cost of single network devices (5000) and additional license cost of single server/storage device (50) Stands deleted. The revised Annexure C is placed at Annexure V
30.	Pg. 43, Clause no. 7.1 - Warranty	Successful bidder will also be responsible for providing comprehensive onsite warranty during the period of contract for all the equipment and their related accessories supplies under this RFP.	Successful bidder will also be responsible for providing comprehensive onsite warranty during the period of contract of five years for both hardware and software for all the equipment and their related accessories supplied under this RFP.
31.	Page 1 of Corrigendum	Sales Turnover for products related with IT Infrastructure Management: Average Annual Sales for last 3 years generated from IT Infrastructure System Management in India Territory should be at least Rs.1.00 Crore.	"Sales and or IT services Turnover for products related with IT Infrastructure Management: Average Annual Sales for last 3 years generated from IT Infrastructure System Management in India Territory should be at least Rs.2.50 Crore"

Additional Information for the prospective bidders

1. The following is the list of servers and applications running in State Data Centre:-
 - i. 37 Application Servers (2 faulty). Additional 36 Blade Servers are being procured
 - ii. 7-8 Applications on VB/.Net
 - iii. 5 D/B SQL Servers
 - iv. Cloud; 20 Windows & 44 Linux VMs

2. The objective of the capabilities asked under Clause No. PM 004 is to get this feature from the project not from a particular segment, as such can also be considered if the same has been specified in some other category by the bidder.
3. Wherever in the tender the project is considered for only SWAN or SDC, please consider it as both for SWAN & SDC.
4. The word partner wherever mentioned in the tender document must be read as System Integrator

Annexure I

Roles and responsibilities as mentioned under General terms and conditions at point No. 2 at page no. 41 of the RFP document be read as:-

2) In case the proposal is submitted by authorized partner, the following roles and responsibility must be ensured:-

S. No.	Roles & Responsibilities	OEM	Partner
1.	Selection of various component/ tools to satisfy technical requirements as mentioned in this document	OEM	No
2.	Solution design	YES	May assist
3.	Customization	YES	YES
4.	Training	YES	May Assist
5.	Implementation & UAT	May Assist	YES
6.	Day-to-Day operations	May assist	YES
7.	L1 & L2 support	May assist	YES
8.	L3 support	YES	May Assist

Definitions:

1. YES: Implies prime responsibility of the team. Bid evaluation will be done on the basis of the team proposed for the various activities as per the Bid evaluation criteria (Refer: Section 14 of RFP)
2. May assist: One or two resources associated for understanding and support. Team does not have direct responsibility and team will not be considered as part of the team proposed for bid evaluation purposes. No technical score will be provided for team proposed under "May assist" category.
3. NO – Means no team to be proposed by the partner. Complete responsibility of the OEM.
- 3) In case OEM is participating through an Authorized partner, invoice shall be generated by only one party i.e. either OEM or Authorized partner. Payment shall be made to the invoicing agency.
- 4) All licenses quoted in the technical and financial proposal shall be perpetual in nature. Any version up gradation of base Operating System (OS), the supplied EMS/NMS software, hardware have to be upgraded and matched accordingly during the currency of the contract as well as for the extended period of the contract including AMC.
- 5) The EMS/NMS historical data should be online
- 6) The financial quote shall include year wise support cost from OEM.
- 7) Unit cost to be provided for all line items.

Annexure II

Clause no. 7 (1) at Page no. 40-41 and General Qualifications at Clause no. 11 be read as: Minimum eligibility criteria and terms & conditions.

5. This tender is open to Original Equipment Manufacturer (OEM) who has participated in Expression of Interest (EoI) no. HARTRON/MD/PROJ/EOI/2013-14 and to their authorized system integrators.
6. Firm/company declared by GoH to be ineligible to participate for corrupt, fraudulent or any other unethical business practices shall not be eligible during the period for which such ineligibility is declared
7. Breach of general or specific instructions for bidding, general and special conditions of contract with GoH may attract a proceeding to declare a firm/company ineligible for a certain period or certain number of consecutive tender calls.
8. The design/solution provided by OEM or their authorized system integrator for this project must be in accordance to the policies/regulations applicable to such networks as laid by Govt. of India or its agencies.
9. The OEM can participate directly or through its system integrator as per the following criteria:-

Sr. No.	Basic Requirement	Specific Requirement	Documents required
1.	Business Association	OEM and Authorized system integrator (SI) shall have business association for a minimum period of two continuous business years.	Copy of Agreement/ Contract
2.	Sales and or IT services Turnover for products related with IT Infrastructure Management	Average Annual Sales and or IT services turnover for last 3 years generated from products related to IT Infrastructure System Management in India Territory should be at least Rs.2.50 Crores".	Extracts from the audited Balance sheet and Profit & Loss for the last three financial years 2013-14, 2014-15 and 2015-16 OR Certificate from the statutory auditor
3.	Positive Net worth	The Bidder should have positive net worth (measured as paid-up capital plus free reserves) and should be a profit making company at-least for two years in the last three audited financial years (FY 13-14, FY14-15, FY 15-16)	<ul style="list-style-type: none"> • Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years (FY 13-14, FY14-15, FY 15-16). • Certificate duly signed by Statutory Auditor of the Bidder confirming the net-worth and profit after Tax for each of the specified years.
4.	Implementation Capability	"Implementation capability: The bidder should have implemented/ managed at least one project of EMS/NMS with 10000 nodes or more or 2 such projects of 5000 nodes each or more during the	Completion Certificates from the client OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phased Completion Certificate from the client. The

Sr. No.	Basic Requirement	Specific Requirement	Documents required
		last 5 years.”	certificate should be in name of bidder.
5.	Legal Entity	Should be company registered under companies act, 1956 or a partnership firm registered under LLP Act, 2008 Registered with the Service Tax Authorities should have been operating for the last three years.	Certificates of incorporation Registration Certificates
6.	Blacklisting	Bidder should not be blacklisted in any Government and PSU unit	Self declaration
7.	ISO Certification	The OEM as well as the solution shall be compliant to ISO 27001 and ISO 20000 standards on the date of the submission of the bid.	ISO certifications
8.	Support Centres	<p>The bidder shall have support centers in Haryana/Chandigarh/Delhi.</p> <p>In case OEM/System Integrator does not have support center in Haryana/Chandigarh/Delhi, bidder shall set up the support centers within a month in case the contract is awarded to it and the same shall be functional till the period of warranty/support/AMC OEM/System Integrator will submit</p>	<p>In case of OEM's/bidder's Own Service Centre, copies of the landline telephone bills or valid rent agreement as on tender opening date shall be submitted as a proof for availability of the service centres.</p> <p>An undertaking to set up support centre in this regard along with the technical bid</p>
9.	Agreement	Agreement will be signed with the successful bidder.	The agreement will be signed between (i) OEM and Hartron in case the OEM is bidding directly; or (ii) in the case where bidder is authorized system integrator, a tripartite agreement shall be signed among OEM, system integrator and Hartron clearly defining roles and responsibilities of each stake holder.
10.	EMS/NMS Product	To meet the requirements the bidder can quote one or more of its products. All products offered	Undertaking that all the products quoted are from same OEM.

Sr. No.	Basic Requirement	Specific Requirement	Documents required
		should have to be from the same OEM.	

Documentary evidence in support of all the above mentioned eligibility criteria shall be furnished with technical bid.

Annexure III**Revised payment Terms at Page no 47 clause no 9 be read as :-**

- a. No payment will be made in advance for any supplies/services under this project.
- b. Payment shall be released by Hartron as per the following milestones:-

S#	Milestone	Payment
1.	On successful delivery of all the items along with all accessories.	60% of entire contract value (excluding O&M and AMC cost)
2.	After 2 months of complete roll out and go live of all locations (up to horizontal offices), loading of all applications, system testing with at-least 99.8% performance, user trainings and acceptance of system by Hartron.	30% of entire contract value (excluding O&M and AMC cost)
3.	<p>Payment towards balance 10% of CAPEX and O&M of EMS-NMS solution.</p> <p>The payment for each quarter will be made after applying the SLA credits. 100 SLA credits mean no deductions and full payment. The said payment shall be released after the completion of the implementation period of 3 months. Scope:</p> <p>The ongoing support will include "stabilization, customization of the tool, availability, generation of reports with live dashboards. Addition/deletion of devices at SDC, existing sites and new sites. Will cover all up-gradations of the product, delivery of solution and license management for a period of 5 years.</p> <p>Measurement: As per SLA defined. The EQI will be based on credit Points earned in a quarter. If 100 credit availed then 100% EQI. Payment = EQI amount * Credit points earned/100.</p> <p>Timelines: Tool availability will be measured on quarterly basis as per SLA</p>	O&M and balance 10% of the CAPEX on Quarterly basis in arrears, i.e. at the end of every quarter for 5 years.
4	Payment towards AMC for 6 th and 7 th years after the completion of the warranty Period of five years.	On Quarterly basis in arrears, i.e. at the end of every quarter.

- c. The start and completion of all stages will be signed off and will be a pre-requisite for processing of payments and no Payments will not be processed without sign-offs
- d. The successful bidder's request for payment shall be made at the end of each quarter by submitting invoices to Hartron along with following supporting documents:

- SLA reports
 - Any other document necessary in support of the service performance acceptable to bidder.
- e. The committee including Third Party Agency shall verify all the supporting documents as prescribed and acceptable to bidder and upon verification by the committee including Third Party Agency and after deducting Income Tax, other taxes and any Penalties, the payment shall be made.

Annexure IV

13.5 Bid Evaluation Process

An evaluation committee so constituted by GoH will evaluate the bids i.e. technical and commercial so received through e-procurement portal. The e-bids upon opening will be initially examined to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.

Bidder may designate minimum one person to represent Bidder in its dealing with bidder in relation to the proposal submitted by Bidder. Bidder will assume that the person(s) designated is authorized to perform all tasks, including, but not limited to, providing information and responding to enquiries on behalf of the company.

13.5.1 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:-

- i. found with suppression of details with incomplete information;
- ii. subjective, conditional offers submitted without support documents as per the Eligibility Criteria;
- iii. Evaluation Criteria non-compliance of any of the clauses stipulated in the Tender;
- iv. Lesser validity period not found with OEM's compliance statement and the Technical Leaflets of the quoted hardware and software. The decision of Hartron will be final in this regard;

13.5.2 Clarifications by Hartron

When deemed necessary, Hartron 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, Hartron may seek additional information or historical documents for verification to facilitate decision making. In case the Bidder fails to comply with the requirements of Hartron as stated above, such Bids may at the discretion of Hartron, shall be rejected as technically non-responsive.

13.5.3 Suppression of facts and misleading information

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

13.6 Technical Evaluation at Page no. 54

The following clause is added

- Proof of concept or live demonstration to be arranged by the bidder for 1000+ devices of similar network to showcase the functionality as per the technical requirements and specifications given in this document.

Clause no. 14 at page no. 55 "Bid evaluation criteria stands deleted as bids are not been evaluated on QCBS and wherever any clause referring to QCBS under Technical Evaluation Criteria clause no. 15, Page no. 56, Final Evaluation bid clause no. 16.2 page no. 56 or at any place in the tender document stands deleted.

Annexure –V**Annexure C- Revised Format of Commercial offer**

To,

Managing Director HARTRON
 SCO 111-113
 Sector 17 B
 Chandigarh 160017

Subject: Proposal for Common IT Infrastructure Management System (EMS/NMS)

(Operational & Management charges as per scope of work & roles and responsibilities of Bidder as per RFP for a period of 5 years from the date of final acceptance)

Sr.No	Description	Unit Price	Qty.	Total
1	Cost for Licenses			
	Unit License Cost of Network Device		15000	
	Unit License Cost of physical Server		200	
	Unit License Cost of VM/Cloud Machine		500	
	Unit License Cost of Storage Device		10	
	License cost of single application		30	
	Unit cost of helpdesk analyst		05	
	Unit cost of assets Management		3000	
	Any Other Line item as per RFP			
2.	Cost For Hardware			
	Total Hardware Cost for the solution		01	
	Total Project cost without taxes			
	VAT /CST			
	Service Tax			
	Grand Total of Project cost with taxes			

The quantity/numbers in the above commercial Proforma is tentative only for evaluation of L1 bidder. However, the above mentioned quantity/number can increase/decrease as per actual functional requirement of EMS/NMS Project.

3. O&M charges and AMC cost

Sr.No	Description	Unit Price without tax	Unit price all inclusive
1.	Project Operational & Management cost per year		
2..	AMC Cost of Hardware per year (for next 6 th & 7 th year) after expiry of 5 years warranty period		

Add rows to insert additional products (if required to meet RFP requirements).

The bid found in any other currency shall be summarily rejected.

No upward revision shall be allowed in the case of any fluctuation in the foreign currency

1. We do hereby undertake that in the event of acceptance of our bid, the Supply, installation and commissioning of the equipment as mentioned in the tender shall be completed within 90 days

from the date of placement of the order unless otherwise specified in the purchase order at the designated site.

2. Terms of Delivery: The landed prices quoted are inclusive of current Excise Duty, Freight, Insurance, Sales Tax, etc.
3. We agree to abide by our offer for a period of 90 days from the date fixed for opening of the "Technical bids" and that we shall remain bound by a communication of acceptance within that time.
4. We hereby certify that we have read and understood the terms and conditions applicable to the bidder and we do hereby undertake to supply as per these terms and conditions.
5. A company and the person signing the bid/offer is the constituted attorney.

NOTE: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the bid/offer document.

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

DATED THE [] DAY OF []

Signatures _____

Name_____

Designation_____

For [Name of the Company]

(Seal of the Company)