

भारत सरकार Government of India
परमाणु ऊर्जा विभाग Department of Atomic Energy
भारी पानी बोर्ड Heavy Water Board

ई-निविदा आमंत्रण सूचना NOTICE INVITING e-Tender

निविदा सूचना सं.Tender Notice No.: भापाबो HWB / आईटी IT / 78601 / सीएएमसी CAMC - HCI / 2026 / 01 Date: 24/08/2026

- 1.1 मुख्य कार्यकारी भारी पानी बोर्ड, मुंबई द्वारा भारत के राष्ट्रपति की ओर से सक्षम बोलीदाताओं से निम्नलिखित कार्य के लिए जेम (GeM) पोर्टल के माध्यम से दो भाग निविदा में ऑनलाइन सार्वजनिक निविदा आमंत्रित की जाती है:

Online Public Tenders are invited through GeM Portal by the Chief Executive Heavy Water Board, Mumbai on behalf of the President of India in **Two Part Tender** from eligible bidder(s) for the following work:

1	एनआईटी सं NIT No.	भापाबो HWB / आईटी IT / 78601 / सीएएमसी CAMC - HCI / 2026 / 01
2	कार्य का नाम Name of Work	भारी पानी बोर्ड, मुंबई में 3 वर्षों के लिए हाइपर कन्वर्ज्ड इंफ्रास्ट्रक्चर का व्यापक वार्षिक रखरखाव अनुबंध (सीएएमसी) Comprehensive Annual Maintenance Contract (CAMC) of Hyper Converged Infrastructure for 3 years at Heavy Water Board, Mumbai
3	अनुमानित लागत Estimated cost	Rs. 50,72,000/-
4	बयाना राशि जमा (अनुमानित लागत का 2%) Earnest Money Deposit (2% of Estimated Cost)	Rs. 1,01,440/- इसे निविदा के साथ निम्नलिखित में से किसी एक रूप में प्रस्तुत किया जाएगा: It shall be submitted in one of the following form along with the tender: i. Insurance Surety Bonds ii. Account Payee Demand Draft iii. Fixed Deposit Receipt iv. Banker's Cheque v. Bank Guarantee including e-Bank Guarantee from any of the Commercial Banks ईएमडी उपरोक्त में से किसी भी फॉर्म में एसबीआई, विक्रम साराभाई भवन शाखा, मुंबई में आहरित "वेतन एवं लेखा अधिकारी, भारी पानी बोर्ड" के पक्ष में प्रस्तुत किया जाना चाहिए। EMD in any of the above form should be submitted in the favour of "Pay & Accounts Officer, Heavy Water Board" drawn on SBI, Vikram Sarabhai Bhavan Branch, Mumbai. नोट Note: a. Payment in online mode is not acceptable. b. The EMD shall be valid for minimum 180 days from date of

		opening of tender. नवीनतम जीईएम सामान्य नियम और शर्तों के अनुसार बोलीदाताओं को ईएमडी छूट की अनुमति दी जाएगी। यदि बोलीदाता ईएमडी छूट की आवश्यकता को पूरा नहीं कर रहा है, तो बोलीदाता को अनिवार्य रूप से ईएमडी जमा करनी चाहिए, जिसके बिना बोलीदाता द्वारा प्रस्तुत निविदा/प्रस्ताव को सरसरी तौर पर खारिज कर दिया जाएगा। EMD Exemption will be allowed to the Bidders as per latest GeM General Terms & Conditions. If bidder is not fulfilling the requirement of EMD Exemption, then bidder should mandatorily submit EMD without which, Tender/Offer submitted by the bidder will be summarily rejected.
5	पूर्ण करने की अवधि Period of Completion	तीन (03) वर्ष Three (03) Years.
6	कार्य- निष्पादन की गारंटी Performance Guarantee	सफल बोलीदाता निविदा और कार्य आदेश के स्वीकृत मूल्य के 5% के बराबर राशि जमा करेगा। The successful bidder shall deposit an amount equal to 5% of the tendered and accepted value of the work order. पीजी निम्नलिखित रूपों में से एक में जमा किया जा सकता है: PG can be submitted in one of the following forms: i. Insurance Surety Bond ii. Account Payee Demand Draft iii. Fixed Deposit Receipt from a Commercial bank iv. Bank Guarantee including e-Bank Guarantee from a Commercial bank Successful bidder shall furnish the Performance Guarantee in the above referred form in favour of "Pay & Accounts Officer, Heavy Water Board" payable at Mumbai as per GeM Terms & Conditions. Note: Payment in online mode is not acceptable.
7	सुरक्षा जमा राशि Security Deposit	जिस बोलीकर्ता की निविदा स्वीकार की जा सकती है, वह सरकार को अनुबंध के तहत किए गए कार्य के लिए भुगतान करने के समय प्रत्येक चल रहे और अंतिम बिल की सकल राशि के 2.5% की दर से राशि काटने की अनुमति देगा जब तक कि कटौती की गई राशि कार्य के निविदा मूल्य के 2.5% की सुरक्षा जमा राशि नहीं होगी। The bidder whose tender may be accepted shall permit Government at the time of making any payment to them for work done under the contract to deduct a sum at the rate of 2.5% of the gross amount of each running and final bill till the sum deducted will amount to security deposit of 2.5% of the tendered value of the work. यह 2 माह की अनुग्रह अवधि के साथ अनुबंध अवधि के पूरा होने के बाद वापस कर दिया जाएगा। It will be returned after completion of contract period with the grace period of 2 months.

8	देखने और डाउनलोड करने के लिए निविदा दस्तावेजों की उपलब्धता की तिथियां Dates of availability of tender documents for view and download	25.08.2026 (14:30 Hrs.) to 16.09.2026 (14:30 Hrs.) only on https://gem.gov.in
9	बोली में भाग लेने के लिए निविदा दस्तावेजों को डाउनलोड करना Downloading of tender documents for participating in bid.	निविदा दस्तावेज डाउनलोड करने के लिए https://gem.gov.in पर लॉग इन करें। Login on https://gem.gov.in for downloading the tender documents.
11	बोली-पूर्व स्पष्टीकरण Pre-Bid Clarifications	बोलीदाताओं से अनुरोध है कि वे अपने प्रश्न ईमेल के माध्यम से निम्नलिखित को भेजें: Bidders are requested to send their queries through email to following: i. Smt. Amita Malvi Renwal, EIC (IT): amitamalvi@mum.hwb.gov.in ii. Smt. Anupama Toppo, SO/E: anupama@mum.hwb.gov.in on or before 01.09.2026
12	ऑनलाइन तकनीकी एवं वाणिज्यिक बोलियाँ जमा करने की अंतिम तिथि और समय Last date and time of closing of online submission of Technical & Commercial bids	16.09.2026 (14:30 Hrs.)
13	तकनीकी बोली के ऑनलाइन खुलने की तिथि और समय Date and time of online opening of Technical Bid	16.09.2026 (15:30 Hrs.)
14	वाणिज्यिक बोली के ऑनलाइन खुलने की तिथि और समय Date and time of online opening of Commercial Bid	Will be notified at a later date.
15	प्रस्ताव की वैधता Validity of the offers	तकनीकी बोलियाँ खोलने के बाद प्रस्ताव 120 दिनों के लिए मान्य होंगे। Offers shall be valid for 120 days after opening of the technical bids.

1.2 वेबसाइट पर निविदा दस्तावेज की उपलब्धता
Availability of Tender Document on the website

- 1.2.1 कार्य के विस्तृत दायरे, नियम और शर्तों, अनुलग्नकों और मूल्य अनुसूचियों आदि से युक्त निविदा दस्तावेज को वेबसाइट <https://eprocure.gov.in/eprocure/app> से डाउनलोड किया जा सकता है। Tender document consisting of detailed scope of work, terms and conditions, annexures and price bid format etc. can be viewed and downloaded from the website <https://eprocure.gov.in/eprocure/app>.

बोली में निम्नलिखित दस्तावेज शामिल हैं:

The bid contains the following documents:

- a. कार्यक्षेत्र और विस्तृत नियम एवं शर्तें Scope of Work & Detailed Terms & Conditions (PDF)
- b. दरों की अनुसूची Schedule of Rates (Excel Sheet)

- 1.3 निविदा जमा करना और खोलना: तकनीकी-वाणिज्यिक बोली विधिवत पूर्ण और निविदा में सूचीबद्ध सभी दस्तावेजों के साथ दिनांक **16.09.2026 (14:30 बजे)** तक ऑनलाइन जमा की जाएगी।

Submission of Tender & Opening: The Techno-Commercial Bid duly completed and accompanied by all the documents as listed in the tender shall be submitted online by **16.09.2026 (14:30 Hrs.)**.

निविदा दस्तावेज में निर्दिष्ट बयाना जमा राशि को सील बंद लिफाफे में रखा जाए और दिनांक **03.06.2026 (14:30 Hrs.)** को या उससे पहले एल मंजिल, दक्षिण विंग (सुरक्षा के पास), वी.एस. भवन, अणुशक्तिनगर, मुंबई - 400 094 में रखे गए निविदा बॉक्स में जमा करें। इस मुहर बंद लिफाफे के ऊपर विधिवत निम्नलिखित विवरण लिखा होना चाहिए:

Earnest Money Deposit as specified in tender document should be placed in sealed envelope and shall be submitted on or before **16.09.2026 (14:30 Hrs.)** in the Tender box identified for HWB kept at L Floor, South Wing (near security), V. S. Bhavan, Anushakti Nagar, Mumbai – 400 094. This sealed envelope shall be duly super scribed with following details:

निविदा सूचना सं Tender Notice No.:

भापाबो HWB / आईटी IT / 78601 / सीएएमसी CAMC - HCI / 2026 / 01

कार्य का नाम Name of work:

Comprehensive Annual Maintenance Contract (CAMC) of Hyper Converged Infrastructure for 3 years at Heavy Water Board, Mumbai

नियत तारीख Due Date: 16.09.2026 (14:30 Hrs.)

- 1.4 भापाबो किसी भी डाक विलंब या हानि के लिए जिम्मेदार नहीं होगा और इस संबंध में किसी भी दावे पर विचार नहीं किया जाएगा। बोली सुरक्षा घोषणा के बिना निविदा को सरसरी तौर पर खारिज कर दिया जाएगा।

HWB shall not be responsible for any postal delay or loss and no claim in this regard shall be entertained. The tender not accompanied by Bid Security Declaration will be summarily rejected.

- 1.5 विलंबित निविदाएं स्वीकार नहीं की जाएंगी। **Late tenders will not be accepted.**

- 1.6 निविदाओं के संबंध में प्रत्यक्ष या अप्रत्यक्ष रूप से किसी भी प्रकार की सिफारिश सख्त वर्जित है और कैन्वासिंग का सहारा लेने वाले ठेकेदारों द्वारा प्रस्तुत निविदाओं को अस्वीकार कर दिया जाएगा।

Canvassing in any form either directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.

- 1.7 ई-निविदा: ठेकेदार को <https://gem.gov.in> पर पंजीकृत होना चाहिए। जो ठेकेदार उपरोक्त वेबसाइट पर पंजीकृत नहीं हैं, उन्हें पंजीकृत होना आवश्यक है। इसके लिए विस्तृत प्रक्रिया वेबसाइट <https://gem.gov.in> पर उपलब्ध है।

E-Tendering: The contractor should be registered with <https://gem.gov.in>. Those contractors not registered on the website mentioned above, are required to get registered. Detailed procedure for the same is available on website <https://gem.gov.in>.

- 1.8 निविदा में भाग लेने के लिए पीडीएफ और एक्सेल प्रारूप में निविदा दस्तावेजों को डाउनलोड करना: बोली लगाने वालों को सरकारी ई-मार्केटप्लेस पोर्टल (यूआरएल: <https://gem.gov.in>) पर पंजीकरण करना आवश्यक है।

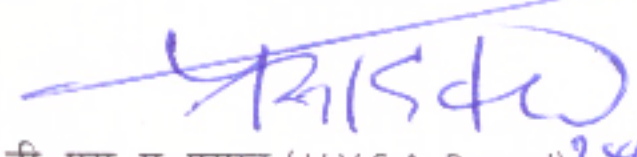
Downloading of tender documents in PDF & Excel Format for participating in tendering: Bidders are required to register on the Government e-Marketplace Portal (URL: <https://gem.gov.in>).

- 1.9 अधिक जानकारी के लिए कृपया 022-25487516/64197516 और 022-25487522/64197522 पर संपर्क करें। बोली अनिवार्य रूप से स्कैन किए गए दस्तावेजों और विवरण जैसे कि बोली सुरक्षा घोषणा और अन्य दस्तावेजों को निविदा में निर्दिष्ट के रूप में अपलोड करने के बाद ही जमा की जा सकती है।

For Further information please contact on 022-25487516/64197516 & 022-25487522/64197522. The bids can only be submitted after uploading the mandatory scanned documents & details such as Bid Security Declaration and other documents as specified in the tender.

- 1.10 यदि ईएमडी आदि के लिए मूल दस्तावेज प्राप्त करने की अंतिम तिथि या ऑनलाइन प्रस्तुत करने/निविदा खोलने की अंतिम तिथि को भारत सरकार द्वारा किसी भी कारण से अवकाश घोषित किया जाता है, तो संबंधित तिथियों को तदनुसार अगले कार्य दिवस के लिए स्थगित माना जाएगा।

In case the last date of receipt of original documents towards, EMD etc. or online submission / opening of tender is declared holiday by Government of India for any reason, the respective dates shall be treated as postponed to the next working day accordingly.


(वी. वी. एस. ए. प्रसाद / V.V.S.A. Prasad) 24/8/22

मुख्य कार्यकारी / Chief Executive
भारत के राष्ट्रपति के लिए और उनकी ओर से
For & On behalf of The President of India

वी.वी.एस.ए. प्रसाद / V.V.S.A. PRASAD

विशिष्ट वैज्ञानिक / Distinguished Scientist
अध्यक्ष एवं मुख्य कार्यकारी / Chairman & Chief Executive
भारत सरकार / Government of India
भारी पानी बोर्ड / Heavy Water Board
परमाणु ऊर्जा विभाग / Department of Atomic Energy
विक्रम साराभाई भवन / Vikram Sarabhai Bhavan
अनुशक्तिनगर, मुंबई-400 094 / Anushaktinagar, Mumbai-400 094.

भारत सरकार Government of India
परमाणु ऊर्जा विभाग Department of Atomic Energy
भारी पानी बोर्ड Heavy Water Board

ई-निविदा आमंत्रण सूचना NOTICE INVITING e-Tender

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- 1.1 मुख्य कार्यकारी भारी पानी बोर्ड, मुंबई द्वारा भारत के राष्ट्रपति की ओर से सक्षम बोलीदाताओं से निम्नलिखित कार्य के लिए जेम (GeM) पोर्टल के माध्यम से दो भाग निविदा में ऑनलाइन सार्वजनिक निविदा आमंत्रित की जाती है:

Online Public Tenders are invited through GeM Portal by the Chief Executive Heavy Water Board, Mumbai on behalf of the President of India in **Two Part Tender** from eligible bidder(s) for the following work:

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2	कार्य का नाम Name of Work	भारी पानी बोर्ड, मुंबई में 3 वर्षों के लिए हाइपर कन्वर्ज्ड इंफ्रास्ट्रक्चर का व्यापक वार्षिक रखरखाव अनुबंध (सीएएमसी) Comprehensive Annual Maintenance Contract (CAMC) of Hyper Converged Infrastructure for 3 years at Heavy Water Board, Mumbai
3	अनुमानित लागत Estimated cost	Rs. 50,72,000/-
4	बयाना राशि जमा (अनुमानित लागत का 2%) Earnest Money Deposit (2% of Estimated Cost)	Rs. 1,01,440/- इसे निविदा के साथ निम्नलिखित में से किसी एक रूप में प्रस्तुत किया जाएगा: It shall be submitted in one of the following form along with the tender: i. Insurance Surety Bonds ii. Account Payee Demand Draft iii. Fixed Deposit Receipt iv. Banker's Cheque v. Bank Guarantee including e-Bank Guarantee from any of the Commercial Banks ईएमडी उपरोक्त में से किसी भी फॉर्म में एसबीआई, विक्रम साराभाई भवन शाखा, मुंबई में आहरित "वेतन एवं लेखा अधिकारी, भारी पानी बोर्ड" के पक्ष में प्रस्तुत किया जाना चाहिए। EMD in any of the above form should be submitted in the favour of "Pay & Accounts Officer, Heavy Water Board" drawn on SBI, Vikram Sarabhai Bhavan Branch, Mumbai. नोट Note: a. Payment in online mode is not acceptable. b. The EMD shall be valid for minimum 180 days from date of

		opening of tender. नवीनतम जीईएम सामान्य नियम और शर्तों के अनुसार बोलीदाताओं को ईएमडी छूट की अनुमति दी जाएगी। यदि बोलीदाता ईएमडी छूट की आवश्यकता को पूरा नहीं कर रहा है, तो बोलीदाता को अनिवार्य रूप से ईएमडी जमा करनी चाहिए, जिसके बिना बोलीदाता द्वारा प्रस्तुत निविदा/प्रस्ताव को सरसरी तौर पर खारिज कर दिया जाएगा। EMD Exemption will be allowed to the Bidders as per latest GeM General Terms & Conditions. If bidder is not fulfilling the requirement of EMD Exemption, then bidder should mandatorily submit EMD without which, Tender/Offer submitted by the bidder will be summarily rejected.
5	पूर्ण करने की अवधि Period of Completion	तीन (03) वर्ष Three (03) Years.
6	कार्य- निष्पादन की गारंटी Performance Guarantee	सफल बोलीदाता निविदा और कार्य आदेश के स्वीकृत मूल्य के 5% के बराबर राशि जमा करेगा। The successful bidder shall deposit an amount equal to 5% of the tendered and accepted value of the work order. पीजी निम्नलिखित रूपों में से एक में जमा किया जा सकता है: PG can be submitted in one of the following forms: i. Insurance Surety Bond ii. Account Payee Demand Draft iii. Fixed Deposit Receipt from a Commercial bank iv. Bank Guarantee including e-Bank Guarantee from a Commercial bank Successful bidder shall furnish the Performance Guarantee in the above referred form in favour of "Pay & Accounts Officer, Heavy Water Board" payable at Mumbai as per GeM Terms & Conditions. Note: Payment in online mode is not acceptable.
7	सुरक्षा जमा राशि Security Deposit	जिस बोलीकर्ता की निविदा स्वीकार की जा सकती है, वह सरकार को अनुबंध के तहत किए गए कार्य के लिए भुगतान करने के समय प्रत्येक चल रहे और अंतिम बिल की सकल राशि के 2.5% की दर से राशि काटने की अनुमति देगा जब तक कि कटौती की गई राशि कार्य के निविदा मूल्य के 2.5% की सुरक्षा जमा राशि नहीं होगी। The bidder whose tender may be accepted shall permit Government at the time of making any payment to them for work done under the contract to deduct a sum at the rate of 2.5% of the gross amount of each running and final bill till the sum deducted will amount to security deposit of 2.5% of the tendered value of the work. यह 2 माह की अनुग्रह अवधि के साथ अनुबंध अवधि के पूरा होने के बाद वापस कर दिया जाएगा। It will be returned after completion of contract period with the grace period of 2 months.

8	देखने और डाउनलोड करने के लिए निविदा दस्तावेजों की उपलब्धता की तिथियां Dates of availability of tender documents for view and download	25.08.2026 (14:30 Hrs.) to 16.09.2026 (14:30 Hrs.) only on https://gem.gov.in
9	बोली में भाग लेने के लिए निविदा दस्तावेजों को डाउनलोड करना Downloading of tender documents for participating in bid.	निविदा दस्तावेज डाउनलोड करने के लिए https://gem.gov.in पर लॉग इन करें। Login on https://gem.gov.in for downloading the tender documents.
11	बोली-पूर्व स्पष्टीकरण Pre-Bid Clarifications	बोलीदाताओं से अनुरोध है कि वे अपने प्रश्न ईमेल के माध्यम से निम्नलिखित को भेजें: Bidders are requested to send their queries through email to following: i. Smt. Amita Malvi Renwal, EIC (IT): amitamalvi@mum.hwb.gov.in ii. Smt. Anupama Toppo, SO/E: anupama@mum.hwb.gov.in on or before 01.09.2026
12	ऑनलाइन तकनीकी एवं वाणिज्यिक बोलियाँ जमा करने की अंतिम तिथि और समय Last date and time of closing of online submission of Technical & Commercial bids	16.09.2026 (14:30 Hrs.)
13	तकनीकी बोली के ऑनलाइन खुलने की तिथि और समय Date and time of online opening of Technical Bid	16.09.2026 (15:30 Hrs.)
14	वाणिज्यिक बोली के ऑनलाइन खुलने की तिथि और समय Date and time of online opening of Commercial Bid	Will be notified at a later date.
15	प्रस्ताव की वैधता Validity of the offers	तकनीकी बोलियाँ खोलने के बाद प्रस्ताव 120 दिनों के लिए मान्य होंगे। Offers shall be valid for 120 days after opening of the technical bids.

1.2 वेबसाइट पर निविदा दस्तावेज की उपलब्धता
Availability of Tender Document on the website

- 1.2.1 कार्य के विस्तृत दायरे, नियम और शर्तों, अनुलग्नकों और मूल्य अनुसूचियों आदि से युक्त निविदा दस्तावेज को वेबसाइट <https://eprocure.gov.in/eprocure/app> से डाउनलोड किया जा सकता है। Tender document consisting of detailed scope of work, terms and conditions, annexures and price bid format etc. can be viewed and downloaded from the website <https://eprocure.gov.in/eprocure/app>.

बोली में निम्नलिखित दस्तावेज शामिल हैं:

The bid contains the following documents:

- a. कार्यक्षेत्र और विस्तृत नियम एवं शर्तें Scope of Work & Detailed Terms & Conditions (PDF)
- b. दरों की अनुसूची Schedule of Rates (Excel Sheet)

- 1.3 निविदा जमा करना और खोलना: तकनीकी-वाणिज्यिक बोली विधिवत पूर्ण और निविदा में सूचीबद्ध सभी दस्तावेजों के साथ दिनांक **16.09.2026 (14:30 बजे)** तक ऑनलाइन जमा की जाएगी।

Submission of Tender & Opening: The Techno-Commercial Bid duly completed and accompanied by all the documents as listed in the tender shall be submitted online by **16.09.2026 (14:30 Hrs.)**.

निविदा दस्तावेज में निर्दिष्ट बयाना जमा राशि को सील बंद लिफाफे में रखा जाए और दिनांक **03.06.2026 (14:30 Hrs.)** को या उससे पहले एल मंजिल, दक्षिण विंग (सुरक्षा के पास), वी.एस. भवन, अणुशक्तिनगर, मुंबई - 400 094 में रखे गए निविदा बॉक्स में जमा करें। इस मुहर बंद लिफाफे के ऊपर विधिवत निम्नलिखित विवरण लिखा होना चाहिए:

Earnest Money Deposit as specified in tender document should be placed in sealed envelope and shall be submitted on or before **16.09.2026 (14:30 Hrs.)** in the Tender box identified for HWB kept at L Floor, South Wing (near security), V. S. Bhavan, Anushakti Nagar, Mumbai – 400 094. This sealed envelope shall be duly super scribed with following details:

निविदा सूचना सं Tender Notice No.:

भापाबो HWB / आईटी IT / 78601 / सीएएमसी CAMC - HCI / 2026 / 01

कार्य का नाम Name of work:

Comprehensive Annual Maintenance Contract (CAMC) of Hyper Converged Infrastructure for 3 years at Heavy Water Board, Mumbai

नियत तारीख Due Date: 16.09.2026 (14:30 Hrs.)

- 1.4 भापाबो किसी भी डाक विलंब या हानि के लिए जिम्मेदार नहीं होगा और इस संबंध में किसी भी दावे पर विचार नहीं किया जाएगा। बोली सुरक्षा घोषणा के बिना निविदा को सरसरी तौर पर खारिज कर दिया जाएगा।

HWB shall not be responsible for any postal delay or loss and no claim in this regard shall be entertained. The tender not accompanied by Bid Security Declaration will be summarily rejected.

- 1.5 विलंबित निविदाएं स्वीकार नहीं की जाएंगी। **Late tenders will not be accepted.**

- 1.6 निविदाओं के संबंध में प्रत्यक्ष या अप्रत्यक्ष रूप से किसी भी प्रकार की सिफारिश सख्त वर्जित है और कैन्वासिंग का सहारा लेने वाले ठेकेदारों द्वारा प्रस्तुत निविदाओं को अस्वीकार कर दिया जाएगा।

Canvassing in any form either directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.

- 1.7 ई-निविदा: ठेकेदार को <https://gem.gov.in> पर पंजीकृत होना चाहिए। जो ठेकेदार उपरोक्त वेबसाइट पर पंजीकृत नहीं हैं, उन्हें पंजीकृत होना आवश्यक है। इसके लिए विस्तृत प्रक्रिया वेबसाइट <https://gem.gov.in> पर उपलब्ध है।

E-Tendering: The contractor should be registered with <https://gem.gov.in>. Those contractors not registered on the website mentioned above, are required to get registered. Detailed procedure for the same is available on website <https://gem.gov.in>.

- 1.8 निविदा में भाग लेने के लिए पीडीएफ और एक्सेल प्रारूप में निविदा दस्तावेजों को डाउनलोड करना: बोली लगाने वालों को सरकारी ई-मार्केटप्लेस पोर्टल (यूआरएल: <https://gem.gov.in>) पर पंजीकरण करना आवश्यक है।

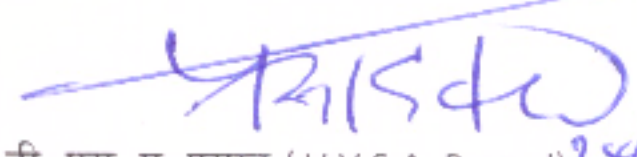
Downloading of tender documents in PDF & Excel Format for participating in tendering: Bidders are required to register on the Government e-Marketplace Portal (URL: <https://gem.gov.in>).

- 1.9 अधिक जानकारी के लिए कृपया 022-25487516/64197516 और 022-25487522/64197522 पर संपर्क करें। बोली अनिवार्य रूप से स्कैन किए गए दस्तावेजों और विवरण जैसे कि बोली सुरक्षा घोषणा और अन्य दस्तावेजों को निविदा में निर्दिष्ट के रूप में अपलोड करने के बाद ही जमा की जा सकती है।

For Further information please contact on 022-25487516/64197516 & 022-25487522/64197522. The bids can only be submitted after uploading the mandatory scanned documents & details such as Bid Security Declaration and other documents as specified in the tender.

- 1.10 यदि ईएमडी आदि के लिए मूल दस्तावेज प्राप्त करने की अंतिम तिथि या ऑनलाइन प्रस्तुत करने/निविदा खोलने की अंतिम तिथि को भारत सरकार द्वारा किसी भी कारण से अवकाश घोषित किया जाता है, तो संबंधित तिथियों को तदनुसार अगले कार्य दिवस के लिए स्थगित माना जाएगा।

In case the last date of receipt of original documents towards, EMD etc. or online submission / opening of tender is declared holiday by Government of India for any reason, the respective dates shall be treated as postponed to the next working day accordingly.


(वी. वी. एस. ए. प्रसाद / V.V.S.A. Prasad) 24/8/22

मुख्य कार्यकारी / Chief Executive
भारत के राष्ट्रपति के लिए और उनकी ओर से
For & On behalf of The President of India

वी.वी.एस.ए. प्रसाद / V.V.S.A. PRASAD

विशिष्ट वैज्ञानिक / Distinguished Scientist
अध्यक्ष एवं मुख्य कार्यकारी / Chairman & Chief Executive
भारत सरकार / Government of India
भारी पानी बोर्ड / Heavy Water Board
परमाणु ऊर्जा विभाग / Department of Atomic Energy
विक्रम साराभाई भवन / Vikram Sarabhai Bhavan
अनुशक्तिनगर, मुंबई-400 094 / Anushaktinagar, Mumbai-400 094.

**निविदा संख्या TENDER NO:
भापाबो HWB / आईटी IT / 78601 / सीएएमसी CAMC - HCI / 2026 / 01**

भारी पानी बोर्ड (भापाबो)
HEAVY WATER BOARD (HWB)
परमाणु ऊर्जा विभाग
Department of Atomic Energy
भारत सरकार
Government of India

5वीं मंजिल, विक्रम साराभाई भवन,
5th Floor, Vikram Sarabhai Bhavan,
अणुशक्तिनगर, मुंबई
Anushakti Nagar, Mumbai – 400 094

**“भारी पानी बोर्ड, मुंबई में 3 वर्षों के लिए हाइपर कन्वर्ज्ड इंफ्रास्ट्रक्चर
का व्यापक वार्षिक रखरखाव अनुबंध (सीएएमसी)”**

**के लिए
निविदा दस्तावेज**

**TENDER DOCUMENT
FOR**

**“Comprehensive Annual Maintenance Contract
(CAMC) of Hyper Converged Infrastructure
for 3 years at Heavy Water Board, Mumbai”**

Techno-Commercial Tender Document

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HEAVY WATER BOARD

5th Floor, Vikram Sarabhai Bhavan,
Anushaktinagar, Mumbai – 400 094

1 Preamble

- 1.1 HWB invites tender for eligible bidders for **“Comprehensive Annual Maintenance Contract (CAMC) of Hyper Converged Infrastructure at HWB for 3 years”**.
- 1.2 This is two Parts tender. (Part-I: **Technical Bid** and Part-II: **Commercial Bid**). Bidder is required to quote and furnish all the **technical particulars in the Part-I of the tender** and the cost break up as sought in the **price schedule** in the **Part-II of the tender**.
- 1.3 The bidder should have adequate experience in execution of **Similar Works** mentioned at clause no. 3.3.

Format enclosed with the tender in this regard should be duly completed and the same should be submitted along with Part – I of the tender.

- 1.4 Complete tender document is available at GeM Portal <https://gem.gov.in>

Incomplete offers which are not meeting eligibility criteria and other terms & conditions of the tender are liable to be rejected.

2 Acronyms & Abbreviations

As used in the document	Description
CAMC	Comprehensive Annual Maintenance Contract
EIC	Engineer-In-Charge
EMD	Earnest Money Deposit
HCI	Hyper Converged Infrastructure
HPC	High Performance Computing
HWB	Heavy Water Board
HWB(CO)	Heavy Water Board (Central Office)
HWBF	Heavy Water Board Facilities
HWP	Heavy Water Plant
PG	Performance Guarantee
PM	Preventive Maintenance
RE	Resident Engineer
SLA	Service Level Agreement
HA	High Availability

3 Definitions

- 3.1 Purchaser refers to Heavy Water Board.
- 3.2 Bidder / Vendor / Contractor means the individual, proprietary firm, limited company, private or public or corporation.
- 3.3 **Similar Work** would mean job inclusive of:

“Supply, Installation & Commissioning of Hyper Converged Infrastructure (HCI) / High Performance Computing (HPC) setup”.

OR

“Executed Comprehensive Annual Maintenance Contract for Hyper Converged Infrastructure (HCI) / High Performance Computing (HPC) setup”.

4 Eligibility Criteria

The bidder not fulfilling the following Eligibility Criteria will be summarily rejected.

Sr. No.	Description of Criteria	Complied / Not Complied	Documentary Evidence	Remarks
1	The bidder should have experience of having successfully completed similar works during the last seven (07) years ending last day of month previous to the one in which tenders are invited. (a) Three similar completed works each costing not less than Rs. 20,28,800/-. OR (b) Two similar completed works each costing not less than Rs. 25,36,000/-. OR (c) One similar completed work costing not less than Rs. 40,57,600/-. The value of executed works shall be brought to current costing level by enhancing the actual value of work at simple rate of 7% per annum; calculated from the date of completion to previous day of last day of submission of bids.			Bidder shall submit documentary proof of Purchase Order along with documentary evidence for satisfactory completion of work like Installation Report / Acceptance Report / Service Report / Customer Feedback / complete payment disbursal etc.
2	The bidder must have a turnover of at least Rs. 25,36,000/- per year. Certificate of such turnover shall be furnished for the last 5 Financial Years i.e. 2020-21, 2021-22, 2022-23, 2023-24 & 2024-25. This should be duly certified by the Chartered Accountant with UDIN. Annual financial statement for the last five years to be submitted as per format mentioned in Form-“A”			Bidder shall submit documentary evidence to that effect duly certified by Chartered Accountant.
3	Bidder should not have incurred any loss in more than 2 years during the immediate last 5 consecutive financial years ending 31st March, 2025. This should be duly certified by the Chartered Accountant with UDIN			Bidder shall submit documentary evidence to that effect duly certified by Chartered Accountant.
4	Bidder should submit Banker's Certificate from a Commercial Bank or Net worth Certificate: Bankers Certificate: Bankers Certificate (In form-B) of a commercial Bank/for a minimum of Rs.			Bidder shall submit documentary evidence.

Sr. No.	Description of Criteria	Complied / Not Complied	Documentary Evidence	Remarks
	20,28,800/- (40% of the estimated cost) (or) Net Worth Certificate : Net Worth Certificate (In form B-1) of minimum Rs. 5,07,200/- (10% of the estimated cost). Certificate should be issued by certified Chartered Accountant with UDIN.			
5	Bidder must provide Manufacturer Authorization Form (MAF) from OEM.			Bidder shall submit Documentary evidence indicating OEM's authorization on OEM's letterhead for the bidder to bid.
6	Bidder should have at least 2 Engineers who have experience in configuring HCI/HPC setup.			Bidder shall submit CV of engineers.
7	The bidder shall not be delisted / blacklisted from business by any Central Ministry / State Ministry / PSU / Govt. Department during last FIVE (05) years.			Bidder shall submit undertaking to this effect with bid.
8	Copy of PAN, GST registration No. to be furnished / enclosed.			Bidder must submit Documentary Evidence along with the bid.

Note:

- The bidder not fulfilling the above Eligibility Criteria will be summarily rejected.**
- Bidder should submit signed and stamped each page of tender document (including pre-bid clarifications, corrigendum etc.(if any) issued) to ensure that bidder has understood and accepting all the terms & conditions mentioned in the tender except deviations (if any).

4.1 Bidder is liable for disqualification, if:

- 4.1.1 Bidder has made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the eligibility criteria document.
- 4.1.2 Bidder has record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses etc.
- 4.1.3 Bidder has involved in any malpractices or fraudulent activity with a purpose of unfair advantage.
- 4.1.4 If any adverse input received against bidder from DAE unit.

5 General Information

Heavy Water Board (HWB) is a unit under Department of Atomic Energy (DAE) responsible for production of heavy water. HWB has its Central Office located at Vikram Sarabhai Bhavan, Anushakti Nagar, Mumbai – 400 094. HWB is spread across Zero, fourth and fifth floor of V S Bhavan. For further information on HWB visit <https://hwb.gov.in>

6 Scope of Work

6.1 Bidder shall be responsible for following:

- 6.1.1 Renewal of Software Support for Nutanix HCI Appliances through OEM at HWB for 3 years.
- 6.1.2 Hardware Support for Nutanix HCI Appliances along-with Netgear Switches for 3 years.
- 6.1.3 Supply of following:
 - 6.1.3.1 Two (02) nos. Managed Ethernet Layer 3 Switch having below mentioned specifications :
 - a. 48 x 1000BaseT copper (RJ-45), 2 x 10G SFP+ and 2 x 10GBaseT ports
 - b. 1GbaseT port for Out of Band Management & RJ-45 port for console OR One dedicated port for both: Out of Band Management and Console.
 - c. Switching Capacity: Minimum 176 Gbps
 - d. Packet Buffer: Minimum 16 MB.
 - 6.1.3.2 One (01) no. 2-in-1 type laptop (with USB to Ethernet Adapter) for day to day operation and management of HCI. Required specifications of laptop is mentioned below:
 - a. Display: 12-13” Touchscreen Display with camera
 - b. Processor: 8 Core
 - c. RAM: 16 GB DDR5
 - d. Storage: 256 GB SSD or equivalent
 - e. USB Port: 2 x USB port
 - f. Weight < 1 kg
 - g. OS: Windows 11 Professional / iOS
 - h. Keyboard: Detachable Keyboard
 - i. Microsoft Office-Home & Business 2024 (Perpetual model) compatible with OS

6.2 Item Description of HCI nodes:

The detail of HCI nodes and Network Switches is mentioned below:

S.No.	Item Description	Product Code & Chassis Serial Number	Serial Number of Nodes
1	Nutanix NX8035N Chassis with 2 Server Nodes	Product Code: NX-8235N-G8 Chassis S/N: 22SG3G490026	Node A S/N: HM229S022047 Node B S/N: HM229S022392

2	Nutanix NX8035N Chassis with 1 Server Node	Product Code: NX-8135N-G8 Chassis S/N: 22SG3G490035	Node A S/N: HM229S022052
3	Netgear M4300-12X12F Network Switch (02 Nos.)	XSM4324S	6A69247K0006E & 6A692177002C5

6.2.1 Maintenance and Support includes following:

- 6.2.1.1. All items shall be under On-site Comprehensive support for 3 years from the date of issue of the contract.
- 6.2.1.2. Renewal of Software Support for HCI Appliance and Hardware Support for HCI Appliances along-with Netgear Switches as per clause no. 6.1.
- 6.2.1.3. During support period, vendor shall maintain trouble free operation of the systems.
- 6.2.1.4. During support period, vendor shall provide all the software updates, releases, version upgrades, new versions etc. of all the devices covered under this scope with no additional cost.
Vendor shall also provide technical guidance and extend support for configuration of features and functionality, problem solving and troubleshooting, rectification of bugs, migration, if any.
- 6.2.1.5. During support period, vendor shall perform Preventive Maintenance visits once in six months. Preventive Maintenance activity should take care of physical verification, device configuration verification, device health checkup, cleaning of devices, fine-tuning the configuration, security checkup, verification of bugs/patches etc. and submit a report to IT section of HWB.
- 6.2.1.6. Vendor shall provide devices having similar or better functionalities as standby against faulty devices under all circumstances wherever device is not made functional. Vendor should ensure that necessary OS/Software is installed on standby equipment in order to carry out the day-to-day work at HWB.
- 6.2.1.7. In case the system is not repairable, the vendor shall give a permanent replacement for the same. The replaced system shall be of the same, equivalent or better configuration and make as that of the original system. Acceptance of equivalent / better make shall be solely at the discretion of HWB. Equipment older / inferior to the original system will not be accepted as a replacement.
- 6.2.1.8. **Non-return of Hard Disk: As per Buyer organization's Security Policy, Faulty Hard Disk / Storage Device will not be returned.**

6.2.2 Demonstration :

Bidder shall demonstrate satisfactory working of HCI Appliances with Network Switches after every updates / upgrades / renewal etc..

6.2.3 Delivery Schedule:

Bidder shall ensure that renewal of the items mentioned at sr.no.1 and 3 and supply of items mentioned at sr.no. 6 and 7 of Clause No. 13 (Schedule of Quantity & Rates) shall be completed within one month after issue of contract.

7 Compensation of Damages and Service Level Agreement (SLA)

7.1.1.1. Bidder shall maintain the guaranteed up-time as mentioned below.
Failure to maintain the up-time, penalty shall be levied.

7.1.1.2. Severity Classification:

Bidder shall depute their engineer at HWB (CO), Mumbai to resolve the issue

Severity	Definition
S1-Major Issues	Failure of any of the HCI Node or Network Switch of HCI Setup
S2- Minor Issues	Issues like: a. Virtual Machines (VMs) not accessible. b. Web Console of HCI setup is not accessible. c. Configuration related issues. d. VMs are accessible but applications deployed on VMs are not working. e. Switch port issue. f. Any other issues which affects smooth functioning of the HCI setup including network switches.

7.1.2 SLA Uptime Bench Mark:

Severity	Response Time	Resolution Time (After Reporting of Issue)	Penalty beyond resolution time
S1-Major Issues	2 hours	24 hours	Rs. 3000/- per hour beyond resolution time. In case the issue is not resolved by the supplier within 7 days after completion of resolution time, penal action may be initiated by HWB including but not limited to, Forfeiting of Performance Guarantee & Security Deposit of the supplier, Cancellation of Contract without giving any further notice etc.
S2-Minor Issues	4 hours	48 hours	Rs. 1500/- per hour beyond resolution time. In case the issue is not resolved by the supplier within 15 days after completion of resolution time, penal action may be initiated by HWB including but not limited to, Forfeiting of Performance Guarantee &

			Security Deposit of the supplier, Cancellation of Contract without giving any further notice etc.
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Note:

- j. The penalty charges will be deducted from Yearly Payment of Maintenance support.**
- k. If Penalty Amount exceeds from Payable Amount, then PBG can be forfeited.**

7.1.3 Escalation Matrix:

Successful Bidder shall submit escalation matrix for reporting and resolution of call.

- 7.1.4** It is preferable that the bidder has a branch office in/around Mumbai so that trouble free operations & timely resolution of issues is ensured to avoid penalty.

8 Security Guidelines

- 8.1** The contractor employees shall follow all the security requirements and instructions issued by HWB/DAE Security/Management from time to time. The Contractor shall agree that their personnel will at all times comply with all security regulations in force at HWB premises.
- 8.2** HWB will not be liable for any injury, loss of life, etc. to the contractor's personnel during the execution of the contract.

9 Evaluation Criteria

9.1 Technical Evaluation Criteria:

- 9.1.1** Bidder must satisfy to all the Eligibility Criteria mentioned in tender. The bids not meeting the Eligibility Criteria and all Terms and Conditions of the tender will be summarily rejected.
- 9.1.2** HWB may contact clients where similar type of jobs was executed by the bidder to ascertain performance of the executed work by the bidder.

9.2 Financial Evaluation Criteria:

Price Bid of Technically Qualified bidders will be opened and evaluated as below:

- 9.2.1** CAMC Value including GST for all the items based on item rate quoted by bidders will be calculated.
- 9.2.2** Contract will be awarded on the basis of Technically Qualified overall Lowest Offer.

Note for Price Bid:

- 1. Bidder has to quote as per the Price Bid format.
- 2. Presently Applicable GST will be applied for calculating overall cost. However, during the actual tenure, if there is any change in GST by Government of India, then the same shall be applicable after obtaining written request from contractor and payment shall be made as per prevailing Government Guidelines.

- 3. As this is two-part tender, no documents indicating Price should be uploaded with Technical Part (Part-I) failing to which offer will be summarily rejected.**

10 General Terms & Condition of the contract

10.1 General Terms

- 10.1.1 All works will be executed in consultation with and under supervision of official of HWB.
- 10.1.2 Bidder shall not outsource any job to a third party / another integrator without HWB's permission in writing.
- 10.1.3 Bidder shall hire technical experts to resolve the issue / carry out the jobs (if required under unavoidable circumstances) in consultation with HWB.
- 10.1.4 **Other Terms and Conditions shall be as per latest GeM Terms & Conditions available on GeM website <https://gem.gov.in/>.**

11 Other Terms and Conditions

11.1 Forfeiture of EMD

The EMD shall be forfeited if:

- 11.1.1 **The Bidder withdraws his bid during the bid validity period; or**
- 11.1.2 **The Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or**
- 11.1.3 **The successful Bidder fails to sign the contract or furnish performance guarantee and other guarantee(s)/security in the form and manner to the satisfaction of Heavy Water Board, as mentioned in the Bid Documents.**

Any decision in this regard by Heavy Water Board shall be final, conclusive and binding on the Bidder

11.2 Tender Opening Methodology

- 11.2.1 EMD will be checked first before opening of Technical bids.
- 11.2.2 Bidder has to satisfy the **Eligibility Criteria** and all the terms and conditions mentioned in the tender document in all respects. All requested documentary proof has to be attached. HWB reserves the right to examine and verify the enclosed documents. Eligibility Criteria given on following pages of NIT.
- 11.2.3 Bidder shall quote for item given in this tender and evaluation of the bids will be on overall basis.

HWB reserves the right to reject part offers.

Tenders with any condition, including conditional rebates, shall be rejected.

Price quoted shall be firm and final. Escalation of rate (per year) if any, should be indicated clearly. No discount in any manner affecting net quoted cost shall be inserted anywhere in the tender quotation.

Please check and verify all the calculations.

- 11.2.4 Evaluation of bids shall be carried out as brought out in clause no. 9.
The Company / firms are required to submit their most competitive price offer as per SOQ defined in Schedule of Rates document.

- 11.3 Offers not complying with the conditions mentioned in tender document shall be summarily rejected.

- 11.4 If any information furnished by the bidder is found incorrect at a later stage, the bidder shall be liable to be debarred from tendering / taking up of the work in the said tender work.

- 11.5 The tender document is a property of Heavy Water Board and is not transferrable.

- 11.6 The department reserves the right to accept or reject any or all tenders.
- 11.7 **Condition for tender submission:** The bidder shall give a list of both Gazetted and Non-Gazetted employees in DAE, who are related to him and responsible for award and execution of contracts. The contractor shall not be permitted to tender for works in the Department, in which his near relative is posted as equivalent to Accounts Officer or as an officer in the capacity of grades Scientific Officer/C and above. He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relative to any Gazetted Officer in the Department of Atomic Energy. Any breach of this condition by the contractor would render him liable to be barred from tendering in this Department.
No Engineer of Gazetted rank or other Gazetted Officer employed in Engineering or administrative duties in an Engineering Department of the Government of India is allowed to work as a contractor for a period of one year after his retirement from Government Services, without the previous permission of the Government of India in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found at any time to be such a person who had not obtained the permission of the government of India as aforesaid before submission of the tender or engagement in the contractor's service.
- 11.8 **Acceptance of Tender:** The competent authority, on behalf of President of India, does not bind him to accept the lowest or any other tender and reserves to himself the authority to reject any or all the tenders received, without assignment of any reason. All tenders, in which any of the prescribed condition is not fulfilled or any condition, including that of conditional rebates is put forth by the bidder, shall be summarily rejected.
HWB reserves the right to accept or reject any quotation, and or to annul the bidding process and or reject all quotations at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Institute's action.
- 11.9 **Bidder's responsibilities:** The bidder shall be responsible for arranging and maintaining at his own cost all the resources and other services required for executing the work unless otherwise specifically provided for in the contract documents. Submission of a tender by a bidder implies that he has read this notice and all the tender related documents and has made himself aware of the scope and specifications of the work to be done and local conditions and factors having a bearing on the execution of the work.
- 11.10 The bidders must read the terms and conditions as per tender document along with "NIT and CONDITIONS & CLAUSES OF CONTRACT" carefully. Department reserves the right of Non-consideration of Tender documents of the agencies having adverse report on the works carried out by them in the past.
- 11.11 **Notification of Award:** Prior to the expiration of the validity, HWB will notify the successful firm in writing by Email/speed post/registered letter or by fax, that his quotation has been accepted.
The notification of award will constitute the formation of the contract.
Upon furnishing of Performance Guarantee by the successful bidder, HWB will promptly notify each unsuccessful bidder(s).

- 11.12 **Award of Contract:** HWB will award the contract to the successful bidder as per Evaluation Criteria defined in Tender Clause No. 9.
- 11.13 **Signing of Contract:** HWB shall notify successful bidder through GeM regarding contract and submission of the Performance Guarantee. Successful bidder should submit Performance Guarantee as per GeM-Terms & Conditions and depute their authorized official for signing each page of GeM Contract including tender document and Pre-bid clarifications and Corrigendum (if any) etc.
- 11.14 **Period of Contract:** The contract shall be valid for 3 years from the date of issue of the contract.
- 11.15 **Foreclosure of Contract:** Due to abandonment or reduction in scope of work – If at any time after acceptance of the tender, HWB shall decide to abandon or reduce the scope of the works of any reason whatsoever and hence not require the whole or any part of the works to be carried out, HWB shall give notice in writing to that effect to the Company / firm shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the works in full but which he did not derive in consequence of the foreclosure of the whole or part of the works.
- 11.16 **Subletting:** The contract shall not be assigned or sublet without written approval of HWB.
- 11.17 Failure of the Company / firm to comply with the requirement of contract in the tenure, shall constitute sufficient grounds for the annulment of the awards and forfeiture of the performance guarantee in which event the HWB may get done the work at the risk cost of the company/ firm.
- 11.18 **Late tenders will not be accepted.**
- 11.19 **E-Tendering:** The contractor should be registered with <https://gem.gov.in>. Those contractors not registered on the website mentioned above, are required to get registered. Detailed procedure for the same is available on website <https://gem.gov.in>.
- 11.20 For Further information please contact on 022-25487516/64197516 & 022-25487522 / 64197522. The bids can only be submitted after uploading the mandatory scanned documents & details such as Bid Security Declaration and other documents as specified in the tender.
- 11.21 In case the last date of receipt of original documents towards EMD, etc. or online submission / opening of tender is declared holiday by Government of India for any reason, the respective dates shall be treated as postponed to the next working day accordingly.
- 11.22 **Applicable Law**
- 11.22.1 The contract shall be interpreted in accordance with the Laws of the Union of India. Company / firms shall be solely responsible for compliance of all labour laws, payment of fair salaries and allowances to his personnel that might become applicable under any new act, law or order of Government of State / Centre. HWB

shall have no liability whatsoever in any manner. The Company/ firm have to show the proof of payment of fair salaries to his workers with the every quarterly bill.

- 11.22.2 Minimum wages act to be complied with – The Company/firm shall comply with all the provisions of the Ministry Wages Act and Contract Labour (Regulation and Abolition) Act, amended from time and rules framed hereunder and other labour laws affecting contract labour that may be brought into force from time to time.

11.23 Resolution of Dispute

Any disputes or differences arising out of or pertaining to this contract shall first be resolved by the parties through negotiations, failing which such disputes / differences shall be subject to arbitration. Any dispute / differences shall be referred to sole arbitrator appointed by HWB and decision of the sole arbitrator shall be conclusive, final and binding on the parties hereto. Each party shall bear its own costs in connection with such arbitration proceedings.

11.24 Force Majeure

- 11.24.1 Notwithstanding the provisions stated above, the service provider shall not be liable for forfeiture of its performance guarantee, penalty or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure.
- 11.24.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the Company / firm / service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the service provider either in its sovereign or contractual capacity, wars or revolutions fires, epidemics, quarantine restrictions and freight embargoes.
- 11.24.3 If a Force Majeure situation arises, the Company / firm shall promptly notify the Institute in writing of such conditions and the cause thereof. Unless otherwise directed by the employer in writing the service provider shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

11.25 Non-Disclosure Clause

Restriction of Disclosure and Use

The Contractor shall not disclose any Confidential Information to any third party; without the prior written approval of EIC, HWB or make any use of Confidential Information only to evaluate a possible business transaction between the parties and to perform the purpose set forth above; or shall not make Confidential Information available to any of its employees or consultants except on a need to know basis to evaluate the possible business transaction with the Disclosing Party i.e. HWB and shall advise such persons to undertake obligations of confidentiality and non-disclosure similar to the terms and conditions stated herein, that obligate them to treat Confidential Information as required under this Agreement.

Further, the Contractor shall not disclose the Confidential Information to third parties, including independent contractors or consultants, without the prior express written consent of the Disclosing Party, and shall advise such third parties of their obligations of confidentiality and nondisclosure hereunder. The Receiving Party shall take all reasonable measures to protect the confidentiality and avoid the unauthorized use, disclosure, publication, or dissemination of Confidential Information.

Note: Other Terms and Conditions shall be as per latest GeM Terms & Conditions available on GeM website <https://gem.gov.in/>.

12 Terms of Payment

- 12.1 Payment for Item No. 1 and 3 mentioned in Clause No. 13 (Schedule of Quantity and Rates), will only be released after software support renewal for 3 years and submission of documentary evidence indicating completion of the job.
- 12.2 Payment for Item No. 2, 4 and 5 mentioned in Clause No. 13 (Schedule of Quantity and Rates) shall be released yearly after receipt of Preventive Maintenance Report. Contractor has to perform Preventive Maintenance and submit the Report duly signed by Engineer-In-Charge of the work.
- 12.3 Payment for Item No.6 will be released after receipt of the material and acceptance by the department.
- 12.4 If any penalty is there, the same will be deducted as mentioned in clause 7.1.2 (a & b).
- 12.5 Following documents need to be submitted for payment:
- ✓ Invoice in triplicate duly certified by HWB's Engineer-in-charge.
 - ✓ Advanced Stamped Receipt from the bidder.
 - ✓ Bank Detail for RTGS / NEFT Payment.
 - ✓ Copy of PAN card.
 - ✓ GST registration No.
- 12.6 It may be noted that the performance Guarantee (PG) of 5% of the value of the CAMC order shall be submitted by successful Bidder as per GeM-Terms & Conditions. Performance Guarantee shall remain valid for a minimum period of sixty days beyond the date of completion of all contractual obligations with a claim period of six months.

Note: The statutory deductions such as Income Tax at Source, TDS on GST etc. shall be deducted before releasing of payment.

13 Schedule of Quantity and Rates

Sr. No.	Item description	Qty.	Unit	Unit Rate for three years except item no 6	GST in %	Unit Rate with GST	Total
1	24/7 Production Level Multi Year Software Support Renewal through OEM for Nutanix HCI appliance for 3 years for the items mentioned below: Nutanix NX8035N Chassis with 2 Server Nodes Product Code: NX-8235N-G8 Chassis S/N: 22SG3G490026 Node A S/N: HM229S022047 Node B S/N: HM229S022392	1	Set				
2	24/7 Production Level Multi Year Hardware Support for Nutanix HCI appliance for 3 years for the item mentioned below: Nutanix NX8035N Chassis with 2 Server Nodes Product Code: NX-8235N-G8 Chassis S/N: 22SG3G490026 Node A S/N: HM229S022047 Node B S/N: HM229S022392	1	Set				
3	24/7 Production Level Multi Year Software Support Renewal through OEM for Nutanix HCI appliance for 3 years for the item mentioned below: Nutanix NX8035N Chassis with 1 Server Node Product Code: NX-8135N-G8 Chassis S/N: 22SG3G490035 Node A S/N: HM229S022052	1	No.				
4	24/7 Production Level Multi Year Hardware Support for Nutanix HCI appliance for 3 years for the item mentioned below: Nutanix NX8035N Chassis with 1 Server Node Product Code: NX-8135N-G8 Chassis S/N: 22SG3G490035 Node A S/N: HM229S022052	1	No				
5	Maintenance and Support for Netgear M4300-12X12F Network Switch for 3 years Product Code : XSM4324S S/N: 6A69247K0006E S/N: 6A692177002C5	2	Nos.				
6	Supply of Two (02) nos. of 48 Port Managed Ethernet Layer 3 Switch as per specifications mentioned in clause no. 6.1.3 and Supply of	Lot	Nos.				

Sr. No.	Item description	Qty.	Unit	Unit Rate for three years except item no 6	GST in %	Unit Rate with GST	Total
	One (01) no. of 2-in-1 type Laptop as per specifications mentioned in clause no. 6.1.4						
TOTAL COST (Rs.)							

14 Forms

14.1 Form-1: Letter of Application from participating Bidder

(NOTE: On the letter head of the bidder including full postal address, telephone no. fax no. and E-mail address)

To,
Chief Executive
Heavy Water Board
5th Floor, VS Bhavan, Anushakti Nagar,
Mumbai – 400 094.

Sirs,

1. Being duly authorized to represent and act on behalf of (hereinafter referred to as “the Applicant”), and having reviewed and fully understood all the detail provided, the undersigned hereby apply for the following scope of work :

“Comprehensive Annual Maintenance Contract (CAMC) of Hyper Converged Infrastructure (HCI) at HWB for 3 years”.

2. Attached to this letter are copies or original documents defining :

- a) The Applicant’s legal status.
- b) The principle place of business ; and
- c) The place of incorporation or the place of registration and the nationality of the owners

Note: Please mention your registered office address, place of incorporation, year of incorporation/registration and registration number.

3. Your office and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative or any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements, and information provided in this application, or with regard to the resources, experience and competence of the Applicant.
4. Your office and its authorized representatives may contact the following persons for further information.

General, Personnel, Technical and Financial Enquiries	
Contact 1	Telephone and Email ID 1
Contact 2	Telephone and Email ID 2

5. This application is made in the full understanding that :

- a) Bids by applicants will be subject to verification of all information submitted at the time of bidding.

- b) Bidder must satisfy to all the Eligibility Criteria mentioned in tender. The bids not meeting the Eligibility Criteria and other Terms and Conditions of the tender will be treated as Non-Responsive and will be summarily rejected.
- c) Your office reserves the right to :

Accept or reject any or all tenders without assigning any reason thereof.

- d) Your office shall not be liable for any such action and shall be under no obligation to inform the Applicant.

6. The undersigned declare that statements made and the information provided in the duly completed application are complete, true correct in every detail.

<i>Signature:</i>
<i>Name and Designation</i>
<i>For and on behalf on</i>

14.2 Form No. 2

1. The applicant is

- a) an individual
- b) a proprietary firm
- c) a firm in partnership
- d) a Limited Company or Corporation

2. Attach the Organization Chart - Showing the structure of the Organization, including the names of the Directors and position of officers.

3. Have you ever left the work awarded to you incomplete:

(If so, give name of project and reasons for not completing the work).

15 Appendix

15.1 APPENDIX – A: Address and Contact Detail

Address:

Heavy Water Board
5th Floor, Vikram Sarabhai Bhavan,
Anushakti Nagar, Mumbai – 400094

Contact Person:

S. No.	Name and Designation	Phone Number	Email Address
1	Smt. Amita Malvi Renwal, EIC(IT)	022-2548 7522 / 6419 78522	amitamalvi@mum.hwb.gov.in
3	Smt Anupama Toppo, SO/E	022-2548 7589 / 6419 7589	anupama@mum.hwb.gov.in

15.2 APPENDIX – B: Details of Completed/Running Works of similar nature and complexity

(During last seven (07) years)

S. No.	Name of the contract	Name of the client	Brief Description of the contract	Date of Start	Date of completion as per contract	Date of actual completion	Value (Rs.)
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

NOTE: Please attach supporting documents for the above information.

15.3 APPENDIX – C: Form-A: Annual Turn Over

Details to be furnished duly supported by figures in balance sheet/profit & loss account for the last five years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached).

Sr. No.	Financial Year	Turnover	Profit / loss	Remarks
1	2024-25			
2	2023-24			
3	2022-23			
4	2021-22			
5	2020-21			

15.4 APPENDIX – D

FORM B
FORM FOR BANKER'S CERTIFICATE FROM A COMMERCIAL BANK

This is to certify that to the best of our knowledge and information that M/s./ Sh.....having marginally noted address, a customer of our bank are/is respectable and can be treated as good for any engagement upto a limit of Rs..... (Rupees.....)

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature)
For the Bank

- NOTE (1) Bankers certificates should be on letter head of the Bank addressed to tendering authority.
(2) In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

FORM “B-1”
FORM FOR CERTIFICATE OF NETWORTH FROM CHARTERED ACCOUNTANT

“It is to certify that as per the audited balance sheet and profit and loss account during the financial year _____, the Net Worth of M/s _____ (Name & registered address of individual/firm/company), as on _____ (the relevant date) is Rs. _____ after considering all liabilities. It is further certified that the Net Worth of the company has not eroded by more than 30% in the last three years ending on (the relevant date)”.

Signature of Chartered Accountant _____

Name of Chartered Accountant _____

Membership No. of ICAI _____

15.5 APPENDIX – E: Deviation / Exclusion sheet
Deviation from Specifications

(Deviation from tender conditions may be mentioned clearly giving clause No., page no. to co-relate.)

S. No.	Clause No. and Page No.	Details of Deviation	Reason for Deviation

Seal & Signature of Bidder

15.6 APPENDIX – F : Format of Performance Guarantee**Form of Performance guarantee / Bank guarantee bond**

In consideration of the President of India (hereinafter called "The Government") having offered to accept the terms and conditions of the proposed agreement between.....and (hereinafter called "the said Contractor(s)") for the work..... (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs. (Rupees.....only) as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1. We,(hereinafter referred to as "the Bank") hereby undertake to pay to the Government an amount not exceeding Rs. (Rupees..... Only) on demand by the Government.
2. We,(indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the Government stating that the amount claimed as required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs (Rupeesonly)

3. We, the said bank further undertake to pay the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Contractor(s) shall have no claim against us for making such payment.
4. We,..... (indicate the name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Engineerin- Charge on behalf of the Government certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.
5. We, (indicate the name of the Bank) further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said contractor(s) and to forbear or enforce any of the terms and

conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act of omission on the part of the Government or any indulgence by the Government to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s).
7. We, (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the Government in writing.
8. This guarantee shall be valid up tounless extended on demand by the Government.

Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. (Rupees) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the day of
.....for.....(indicate the name of the Bank)

16 Checklist for Techno-Commercial Bid

S. No.	DESCRIPTION	DETAILS	
BELOW GIVEN DOCUMENTS TO BE SUBMITTED IN THE PRESCRIBED FORMAT (ATTACH SCANNED COPY SEPARATELY ON AGENCY'S LETTER HEAD AS DOCUMENTARY EVIDENCE)		Scan Copy attached (Yes/No)	Bidder's Reference Documents Uploaded
1	Duly signed and stamped scanned copy of tender document (to be attached with the offer) to ensure that bidder has understood and accepting all the terms & conditions mentioned in the tender except deviations (if any).		
2	Eligibility Criteria Compliance Sheet with all the supporting documents as mentioned in eligibility criteria: • Copy of Contracts/PO/WO, Work Completion Certificate / Installation Report / Acceptance Report / Service Report / Customer Feedback etc. • Manufacturer Authorization Form (MAF) from OEM • CV of experienced engineer for HCI/HPC setup • Undertaking w.r.t. non-blacklisting / non-delisting • Copy of PAN and GST Registration detail		
3	Prices in Schedule of Quantity and Rates		
4	Form No 1		
5	Form No 2		
6	APPENDIX – B: Details of Completed/Running Works of similar nature and complexity (During last seven (07) years)		
7	APPENDIX – C: Annual Turn Over (Form-A)		
8	APPENDIX – D: Form “B”: Form for Banker’s Certificate from a Commercial Bank Form “B1”: Form for Certificate of Networth from Chartered Accountant		
9	APPENDIX – E: Deviation Sheet, if any. If no deviation sheet is attached it is presumed that the party is agreeing for all clauses & conditions of the tender.		
10	APPENDIX – F: Format for Performance Guarantee		
11	Any other detail left out but necessary to establish technical capability.		
12	Earnest Money Deposit (EMD) made as per tender clause		
13	I/We have read and examined the Notice Inviting		

S. No.	DESCRIPTION	DETAILS	
BELOW GIVEN DOCUMENTS TO BE SUBMITTED IN THE PRESCRIBED FORMAT (ATTACH SCANNED COPY SEPARATELY ON AGENCY'S LETTER HEAD AS DOCUMENTARY EVIDENCE)		Scan Copy attached (Yes/No)	Bidder's Reference Documents Uploaded
	Tender and all the content of Tender Document with Appendix and accordingly I/We, hereby tender for execution of the work specified for the President of India within the time specified in Techno-Commercial Tender Document and in accordance with all respect with the details mentioned in the tender documents.		

Note: Bidder should not submit hard copy of any document except EMD.

17 Special Note

- 17.1 Kindly fill data in fields of 'SOR' as per following Instruction only:
 Bidders Name: Kindly put complete name of bidding firm/company.
 Unit Rate: Kindly put the 'Unit Rate' in front of each item you want to quote.
 GST: Kindly put the 'GST' in front of each item you want to quote.

Please save your SOR sheet (Price bid) without changing name and format and upload this complete SOR sheet.

(वी. वी. एस. ए. प्रसाद / V.V.S.A. Prasad)

मुख्य कार्यकारी / Chief Executive

भारत के राष्ट्रपति के लिए और उनकी ओर से

For & On behalf of The President of India

वी.वी.एस.ए. प्रसाद / V.V.S.A. PRASAD

विशिष्ट वैज्ञानिक / Distinguished Scientist

अध्यक्ष एवं मुख्य कार्यकारी / Chairman & Chief Executive

भारत सरकार / Government of India

भारी पानी बोर्ड / Heavy Water Board

परमाणु ऊर्जा विभाग / Department of Atomic Energy

विक्रम साराभाई भवन / Vikram Sarabhai Bhavan

अनुशक्तिनगर, मुंबई-400 094 / Anushaktinagar, Mumbai-400 094.