



GOVERNMENT OF ASSAM
PROJECT MANAGEMENT UNIT (PMU)
ASSAM PROJECT ON FOREST AND BIODIVERSITY CONSERVATION SOCIETY (APFBCS)
ARANYA BHAWAN, PANJABARI, GUWAHATI - 781037
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***Project: AFD financed Assam Project on Forest & Biodiversity
Conservation - Phase II***

**BIDDING DOCUMENT
FOR
PROCUREMENT OF CLOUD SERVICES
INTERNATIONAL PROCUREMENT COMPETITION**

**PROCUREMENT OF CLOUD HOSTING
SERVICES**

**IFB No: APFBC/PMU/Phase-II/Cloud
Services/2024/350/134,**

Dated: 29th November 2024.

Bidding Document Issued from: 29th November 2024.

Government of Assam
AFD financed
Assam Project on Forest & Biodiversity Conservation- Phase II
Assam Project on Forest & Biodiversity Conservation Society (APFBCS)
Aranya Bhawan, Panjabari, Guwahati- 781037; Website: www.apfbcn.nic.in; Email: pd@apfbcn.in;

INVITATION FOR BIDS (IFB)
INTERNATIONAL PROCUREMENT COMPETITION (IPC)

IFB No. APFBC/PMU/Phase-II/ Cloud Services/2024/350/134, Dated Guwahati the 29th November 2024.

Contract Title: PROCUREMENT OF CLOUD HOSTING SERVICES.

The Assam Project on Forest and Biodiversity Conservation Society (APFBCS) has received funds from Agence Française de Développement ("AFD") towards the cost of "Assam Project on Forest and Biodiversity Conservation-Phase II". The Project Director, APFBCS invites Bids from eligible bidders for the supply of cloud services for hosting of Forest Management Information system integrated with Geospatial applications and mobile apps under the project. Hard copy of the Bidding document may be purchased in the manner specified on the website of APFBCS or the Bidding document may be downloaded free of cost from the website of APFBCS viz. www.apfbcn.nic.in from **29th November 2024** to **30thDecember 2024**. Detailed IFB Notice may be seen on the website of APFBCS.

1. Last date and time of submission of Bid **30th December 2024(14.00 hrs-IST)**
2. Date and time of opening of Technical Bid **30th December 2024(14.15 hrs-IST)**

**Project Director,
PMU, APFBC Society**

Government of Assam
AFD financed
Assam Project on Forest & Biodiversity Conservation- Phase II
Assam Project on Forest & Biodiversity Conservation Society (APFBCS)
Aranya Bhawan, Panjabari, Guwahati- 781037; Website: www.apfbc.nic.in; Email: pd@apfbc.in ;

INTERNATIONAL PROCUREMENT COMPETITIVE (IPC)
INVITATION FOR BID (IFB)

Date: 29th November 2024.

Project Name: Assam Project on Forest and Biodiversity Conservation- Phase II.

IFB No: APFBC/PMU/Phase-II/ Cloud Services/2024/350/134

1. The Assam Project on Forest and Biodiversity Conservation Society (APFBCS) has received funds from Agence Française de Development ("AFD") towards the cost of "Assam Project on Forest and Biodiversity Conservation- Phase II". It is intended that part of the proceeds of these funds will be applied to eligible payments under the contracts for "Procurement of Cloud Hosting Services".
2. The Project Director, PMU, APFBCS invites sealed bid from eligible bidders in a 2-bid format (technical and financial) contained in a single envelope for the "Procurement of Cloud Hosting Services".

Sr. No.	Contract	Quantity
1	APFBC/PMU/Phase-II/PD/2024/350/134 Cloud Hosting Services	1 set

Interested eligible Bidders may obtain further information from and inspect the Bidding Document at the office of the Project Director, PMU, APFBCS, Aranya Bhawan, Panjabari, Guwahati – 781037 (Assam), Telephone: +91-361-2733917, Email: pd@apfbc.in ; Website: www.apfbc.nic.in.

3. A complete set of Bidding Document may be purchased by interested Bidders on submission of a written application to the above and upon payment of a non-refundable fee of **INR 3,540/- (Fee INR 3,000/- plus GST INR 540/-)** only in the form of Demand Draft in favour of the "Assam Project on Forest and Biodiversity Conservation- Phase II" payable at Guwahati, Assam. Bidding Document may also be downloaded free of cost from the website of APFBCS viz. www.apfbc.nic.in. In case the Bidding Document is downloaded from website, the non-refundable fee is **not** required.
4. The APFBCS requires cloud hosting services from the system's operational acceptance date, for a period of 3 years, renewable yearly after necessary approvals.
5. Bid must be delivered to the above office on or before 14:00 Hours IST on **30th December 2024** and must be accompanied by Bid Security of the sum as under:

Sr. No.	Bid Security Amount in Indian Rupees
1	INR 0.4 Million

6. Technical Bids will be opened in the presence of Bidders' representatives who choose to attend at 14:15 Hours IST on **30th December 2024** at the same address.
7. **Technical Qualification criteria:** Eligible bidders for AFD financed procurement shall be from an eligible source country and shall satisfy all the qualifying criteria listed in Section III and section VII of this tender document. Please refer to above sections and **document checklist in BDS** for details of documents to be submitted. Few of these criterions are:

A) Technical:

- i) The bidder should be either an MSP (quoting the solution with a MeitY Empaneled CSP) or a CSP and must have presence in India.
- ii) MSP should have experience in providing cloud-based hosting services and CSP should have experience in providing cloud-based hosting services.
- iii) MSP and CSP should possess relevant certifications and CSP should satisfy MeitY Empanelment requirement.

B) Financial:

- i) **Annual Turnover:** Minimum average annual turnover for the last 3 years (2023-24; 2022-23 & 2021-22).

Sr. No.	Minimum average annual turnover for the last 3 years
1	INR 10 Million for MSP and INR 100 Million for CSP

- ii) Demonstrate Current soundness of the Bidder's financial position based on the following criteria:
 - a) Average liquidity ratio for the last three (3) years \geq 1.1;

b) Positive Net Worth per year during last 3 years.

C) Legal and others:

- i) **History of Non-Performing Contracts:** Termination of a contract for either MSP or CSP did not occur as a result of Bidder's default in the past five (5) years.
- ii) **Pending Litigation:** All pending litigation for either MSP or CSP shall in total not represent more than one hundred percent (100%) of the Bidder's net worth.

**Project Director
PMU, APFBC Society**

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PART 1-Bidding Procedures

Section I - Instructions to Bidders

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A. General

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| 1 | Scope of Bid | <p>1.1 In connection with the Invitation for Bids, specified in the Bid Data Sheet (BDS), the Purchaser, as specified in the BDS, issues these Bidding Documents for the Procurement of Goods/Non-Consulting Services and Related Services incidental thereto as specified in Section VII, Schedule of Requirements. The name, identification, and number of lots (contracts) of this International Procurement Competition (IPC) are specified in the BDS.</p> <p>1.2 Throughout these Bidding Documents:</p> <ul style="list-style-type: none"> a) The term “in writing” means communicated in written form (e.g. by mail, e-mail, fax, telex) with proof of receipt; b) If the context so requires, “singular” means “plural” and vice versa; and c) "Day" means calendar day. |
| 2 | Source of Funds | <p>2.1 The Purchaser specified in the BDS has applied for or received financing (hereinafter called “funds”) from the Agence Française de Développement (hereinafter called “the AFD”), toward the project named in BDS. The Purchaser intends to apply a portion of the funds to eligible payments under the contract for which these Bidding Documents are issued.</p> |
| 3 | Corrupt and Fraudulent Practices | <p>3.1 The AFD requires compliance with its policy regarding corrupt and fraudulent practices as set forth in Section VI.</p> <p>3.2 In further pursuance of this policy, Bidders shall permit and shall cause its agents (where declared or not), sub-contractors, sub-consultants, service providers or suppliers and to permit the AFD to inspect all accounts, records and other documents relating to the submission of the application, bid submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the AFD.</p> |
| 4 | Eligible Bidders | <p>4.1 A Bidder may be a firm that is a private entity, a state-owned entity- subject to ITB 4.3- or any combination of such entities in the form of a joint venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the bidding process and, in the event the JV is awarded the Contract, during contract execution.</p> <p>4.2 A Bidder shall not have a conflict of interest. Any Bidder found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest for the purpose of this bidding process, if the Bidder:</p> <ul style="list-style-type: none"> (a) Directly or indirectly controls, is controlled by or is under common control with another Bidder; or (b) Receives or has received any direct or indirect subsidy from another Bidder; or (c) Has the same legal representative as another Bidder; or (d) Has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the bid of another Bidder, or influence the decisions of the Purchaser regarding this bidding process; or (e) Participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids |

in which such Bidder is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid; or

- (f) Any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the goods that are the subject of the bid; or
- (g) Any of its affiliates has been hired (or is proposed to be hired) by the Purchaser for the Contract implementation; or
- (h) Has a close business or family relationship with a professional staff of the Purchaser (or of the project implementing agency, or of a recipient of a part of the funds) who: (i) are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the AFD throughout the procurement process and execution of the contract.

4.3 The AFD's eligibility criteria to bid are described in Section V, Eligibility criteria.

4.4 A Bidder shall not be under suspension from bidding by the Purchaser as the result of the execution of a Bid-Securing Declaration.

4.5 A Bidder shall provide such evidence of eligibility satisfactory to the Purchaser, as the Purchaser shall reasonably request.

5 Eligible Goods and Services

5.1 All the Goods and Services to be supplied under the Contract and financed by the AFD may have their origin in any country in accordance with Section V, Eligibility Criteria.

5.2 For purposes of this Clause, the term "goods" includes commodities, raw material, machinery, equipment, and industrial plants; and "non-consulting services" includes topographical surveys, printing services, data collection, vehicle rental, room and office rental, electricity supply, telecommunications, cloud hosting etc. and "related services" include services such as insurance, installation, non-consulting services, training, and initial maintenance.

5.3 The term "origin" means the country where the goods have been mined, grown, cultivated, produced, manufactured or processed; or, through manufacture, processing, or assembly, another commercially recognized article results that differs substantially in its basic characteristics from its components.

B. Contents of Bidding Documents

6 Sections of Bidding Documents

6.1 The Bidding Documents consist of Parts 1, 2, and 3, which include all the Sections indicated below, and should be read in conjunction with any Addenda issued in accordance with ITB 8.

PART 1: Bidding Procedures

- Section I - Instructions to Bidders (ITB)
- Section II – Bid Data Sheet (BDS)
- Section III - Evaluation and Qualification Criteria
- Section IV – Bidding Forms
- Section V – Eligibility Criteria
- Section VI - AFD Policy – Corrupt and Fraudulent Practices –Environmental and Social Responsibility

PART 2: Supply Requirements

- Section VII – Schedule of Requirements

PART 3: Conditions of Contract and Contract Forms

- Section VIII – General Conditions of Contracts (GCC)

- Section IX – Spécial Conditions of Contracts (SCC)
- Section X – Contract Forms

6.2 The Invitation for Bids issued by the Purchaser is not part of the Bidding Documents.

6.3 Unless obtained directly from the Purchaser, the Purchaser is not responsible for the completeness of the Bidding Documents, responses to requests for clarification or Addenda to the Bidding Documents in accordance with ITB 8. In case of any contradiction, documents obtained directly from the Purchaser shall prevail.

6.4 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents and to furnish with its Bid all information or documentation as is required by the Bidding Documents.

7. Clarification of Bidding Documents

7.1 A Bidder requiring any clarification of the Bidding Documents shall contact the Purchaser in writing at the Purchaser's address **specified in the BDS**. The Purchaser will respond in writing to any request for clarification, provided that such request is received no later than 14 (fourteen) days prior to the deadline for submission of bids. The Purchaser shall forward copies of its response to all Bidders who have acquired the Bidding Documents in accordance with ITB 6.3, including a description of the inquiry but without identifying its source. If so **specified in the BDS**, the Purchaser shall also promptly publish its response at the web page **identified in the BDS**. Should the clarification result in changes to the essential elements of the Bidding Documents, the Purchaser shall amend the Bidding Documents following the procedure under ITB 8 and ITB 22.2.

8. Amendment of Bidding Document

8.1 At any time prior to the deadline for submission of bids, the Purchaser may amend the Bidding Documents by issuing addenda.

8.2 Any addendum issued shall be part of the Bidding Documents and shall be communicated in writing to all who have obtained the Bidding Documents from the Purchaser in accordance with ITB 6.3. The Purchaser shall also promptly publish the addendum on the Purchaser's web page in accordance with ITB7.1.

8.3 To give Bidders reasonable time in which to take an addendum into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids, pursuant to ITB 22.2.

C. Preparation of Bids

9. Cost of Bidding

9.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

10. Language of Bid

10.1 The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Purchaser, shall be written in the language **specified in the BDS**. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages into the language **specified in the BDS**, in which case, for purposes of interpretation of the Bid, such translation shall govern.

11. Documents Comprising the Bid

- 11.1 The Bid shall comprise the following:
- (a) Bid submission Form and the Bidding Forms in accordance with ITB 12;
 - (b) Completed schedules, in accordance with ITB 12 and 14;
 - (c) Bid Security or Bid-Securing Declaration, in accordance with ITB 19.1;
 - (d) Alternative bids, if permissible, in accordance with ITB 13;
 - (e) Written confirmation authorizing the signatory of the Bid to commit the Bidder, in accordance with ITB 20.2;

- (f) Statement of Integrity, Eligibility and Environmental and Social Responsibility duly signed, in accordance with ITB 12;
- (g) Documentary evidence in accordance with ITB 17 establishing the Bidder's qualifications to perform the contract if its Bid is accepted;
- (h) Documentary evidence in accordance with ITB 17 establishing the Bidder's eligibility to bid;
- (i) Documentary evidence in accordance with ITB 16, that the Goods and Related Services to be supplied by the Bidder are of eligible origin;
- (j) Documentary evidence in accordance with ITB 16 and 29, that the Goods and Related Services conform to the Bidding Documents;
- (k) Any other document **required in the BDS**.

11.2 In addition to the requirements under ITB 11.1, bids submitted by a JV shall include a copy of the Joint Venture Agreement entered into by all members. Alternatively, a letter of intent to execute a Joint Venture Agreement in the event of a successful bid shall be signed by all members and submitted with the bid, together with a copy of the proposed Agreement.

11.3 The Bidder shall furnish in the Bid Submission Form information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Bid.

12. Bid Submission Form, Bidding Forms and Statement of Integrity and Price Schedules

12.1 The Bid Submission Form, the Bidding Forms and the Statement of Integrity and Price Schedules shall be prepared using the relevant forms furnished in Section IV, Bidding Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITB 20.4. All blank spaces shall be filled in with the information requested.

13. Alternative Bids

13.1. Unless otherwise **specified in the BDS**, alternative bids shall not be considered.

14. Bid Prices and Discounts

14.1 The prices and discounts quoted by the Bidder in the Price Schedules shall conform to the requirements specified below.

14.2 All lots(contracts) and items must be listed and priced separately in the Price Schedules.

14.3 Not Applicable

14.4 Not Applicable

14.5 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account, **unless otherwise specified in the BDS**.A bid submitted with an adjustable price quotation shall be treated as nonresponsive and shall be rejected, pursuant to ITB 29. However, if in accordance with the BDS, prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract, a bid submitted with a fixed price quotation shall not be rejected, but the price adjustment shall be treated as zero.

14.6 If so specified in ITB 1.1, bids are being invited for individual contract, unless otherwise **specified in the BDS**, prices quoted shall correspond to 100 % of the items specified for the contract and to 100% of the quantities specified for each item of a contract. Bidders wishing to offer discounts for the award of more than one Contract shall specify in their bid the price reductions applicable to each package, or alternatively, to individual Contracts within the package.

14.7 The term CIP, DDP and other similar terms shall be governed by the rules prescribed in the current edition of Incoterms, published by The International Chamber of Commerce, **as specified in the BDS**.

14.8 Prices shall be quoted as specified in each Price Schedule included in Section IV, Bidding Forms. The disaggregation of price components is required solely for the purpose of facilitating the comparison of bids by the Purchaser. In quoting prices,

the Bidder shall be free to use transportation through carriers registered in any eligible country, in accordance with Section V, Eligibility Criteria. Similarly, the Bidder may obtain insurance services from any eligible country in accordance with Section V, Eligibility Criteria. Prices shall be entered in the following manner:

- (a) For Goods manufactured in the Purchaser's Country:
 - (i) The price of the Goods quoted CIP named place of destination, including all customs duties and sales and other taxes already paid or payable on the components and raw material used in the manufacture or assembly of the Goods; and
 - (ii) Any Purchaser's Country sales tax and other taxes which will be payable on the Goods if the contract is awarded to the Bidder.
- (b) For Goods manufactured outside the Purchaser's Country, to be imported:
 - (i) The price of the Goods, quoted CIP named place of destination, in the Purchaser's Country, **as specified in the BDS**; and
 - (ii) Any Purchaser's Country sales and other taxes which will be payable on the Goods if the contract is awarded to the Bidder.
- (c) For Goods manufactured outside the Purchaser's Country, already imported:
 - (i) The price of the Goods, quoted CIP named place of destination, excluding the custom duties and other import taxes already paid (need to be supported with documentary evidence) or to be paid on the Goods already imported;
 - (ii) All custom duties and other import taxes already paid (need to be supported with documentary evidence) or to be paid on the Goods already imported in the Purchaser's country, payable on the Goods, if the Contract is awarded to the Bidder;
 - (iii) Any Purchaser's Country sales and other taxes which will be payable on the Goods if the contract is awarded to the Bidder; and
- (d) For Non-Consulting Services and Related Services specified in Section VII - Schedule of Requirements:
 - (i) The price of each item comprising the Non-Consulting Services and Related Services (exclusive of any applicable taxes);
 - (ii) All custom duties, sales and other taxes applicable in the Purchaser's country, payable on the Non Consulting Services and Related Services, if the Contract is awarded to the Bidder.

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| 15. Currencies of Bid and Payment | 15.1 | The currency(ies) of the bid and the currency(ies) of payments shall be as specified in the BDS . The Bidder shall quote in the currency of the Purchaser's Country the portion of the bid price that corresponds to expenditures incurred in the currency of the Purchaser's country, unless otherwise specified in the BDS . |
| 16. Documents Establishing the Eligibility and Conformity of the Goods and Services | 16.1 | To establish the eligibility of the Goods/Non-Consulting Services and Related Services in accordance with ITB 5, Bidders shall complete the country of origin declarations in the Price Schedule (Section IV) and other Forms, wherever required. |
| | 16.2 | To establish the conformity of the Goods/Non-Consulting Services and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods/Non-Consulting Services and Related Services conform to the technical specifications and service standards specified in Section VII, Schedule of Requirements. |

- 16.3 The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description of the essential technical and performance characteristics of the Goods/Non-Consulting Services and Related Services, demonstrating substantial responsiveness of the Goods/Non-Consulting Services and Related Services to the technical specification, and if applicable, a statement of deviations and exceptions to the provisions of the Section VII, Schedule of Requirements.
- 16.4 The Bidder shall also furnish a list giving full particulars, including available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the Goods during the period **specified in the BDS** following commencement of the use of the goods by the Purchaser.
- 16.5 Standards for workmanship, process, material, and equipment, as well as references to brand names or catalogue numbers specified by the Purchaser in the Schedule of Requirements, are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality, brand names, and/or catalogue numbers, provided that it demonstrates, to the Purchaser's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Section VII, Schedule of Requirements.

**17. Documents
Establishing the
Eligibility and
Qualifications of
the Bidder**

- 17.1 To establish Bidder's eligibility in accordance with ITB 4, Bidders shall complete the Bid Submission Form, included in Section IV, Bidding Forms.
- 17.2 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Purchaser's satisfaction:
 - (a) That, if **required in the BDS**, a Bidder that does not manufacture or produce the Goods/Services it offers to supply shall submit the Manufacturer's Authorization using the form included in Section IV, Bidding Forms to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods/services to supply these Goods/Services in the Purchaser's Country;
 - (b) That, if **required in the BDS**, in case of a Bidder not doing business within the Purchaser's Country, the Bidder is or will be (if awarded the contract) represented by an Agent in the country equipped and able to carry out the Supplier's maintenance, repair and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications; and
 - (c) That the Bidder meets each of the qualification criterion specified in Section III, Evaluation and Qualification Criteria.

**18. Period of
Validity of Bids**

- 18.1 Bids shall remain valid for the period **specified in the BDS** after the bid submission deadline date prescribed by the Purchaser in accordance with ITB 22.1. A bid valid for a shorter period shall be rejected by the Purchaser as nonresponsive.
- 18.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Purchaser may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB Clause 19, it shall also be extended for twenty-eight (28) days beyond the deadline of the extended validity period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its bid, except as provided in ITB 18.3.
- 18.3 If the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial bid validity, the Contract price shall be determined as follows:
 - (a) In the case of fixed price contracts, the Contract price shall be the bid price adjusted by the factor **specified in the BDS**;

- (b) In the case of adjustable price contracts, no adjustment shall be made;
- (c) In any case, bid evaluation shall be based on the bid price without taking into consideration the applicable correction from those indicated above.

19. Bid Security

- 19.1 The Bidder shall furnish as part of its bid, either a Bid-Securing Declaration or a bid security, as **specified in the BDS**, in original form and, in the case of a bid security, in the amount and currency **specified in the BDS**.
- 19.2 A Bid Securing Declaration shall use the form included in Section IV, Bidding Forms.
- 19.3 If a bid security is specified pursuant to ITB 19.1, the bid security shall be a demand guarantee in any of the following forms at the Bidder's option:
 - (a) An unconditional guarantee issued by a bank or financial institution (such as an insurance, bonding or surety company);
 - (b) An irrevocable letter of credit;
 - (c) A cashier's or certified check; or
 - (d) Another security **specified in the BDS**;from a reputable source from an eligible country as specified in Section V, Eligibility Criteria. If the unconditional guarantee is issued by a financial institution located outside the Purchaser's Country, the issuing financial institution shall have a correspondent financial institution located in the Purchaser's Country to make it enforceable. In the case of a bank guarantee, the bid security shall be submitted either using the Bid Security Form included in Section IV, Bidding Forms, or in another substantially similar format approved by the Purchaser prior to bid submission. The bid security shall be valid for twenty-eight (28) days beyond the original validity period of the bid, or beyond any period of extension if requested under ITB 18.2.
- 19.4 If a Bid Security is specified pursuant to ITB 19.1, any bid not accompanied by a Bid Security or Bid-Securing Declaration shall be rejected by the Purchaser as non-responsive.
- 19.5 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's signing the contract and furnishing the Performance Security pursuant to ITB 42.
- 19.6 The Bid Security of the successful Bidder shall be returned as promptly as possible once the successful Bidder has signed the contract and furnished the required performance security.
- 19.7 The Bid Security may be forfeited or the Bid Securing Declaration executed:
 - (a) If a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, or any extension thereto provided by the Bidder; or
 - (b) If the successful Bidder fails to:
 - (i) Sign the Contract in accordance with ITB 41; or
 - (ii) Furnish a performance security in accordance with ITB 42.
- 19.8 The Bid Security or Bid-Securing Declaration of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted into a legally enforceable JV at the time of bidding, the Bid Security or Bid-Securing Declaration shall be in the names of all future members as named in the letter of intent referred to in ITB 4.1 and ITB 11.2.

20. Format and Signing of Bid

- 20.1 The Bidder shall prepare one original of the documents comprising the bid as described in ITB 11 and clearly mark it "ORIGINAL." Alternative bids, if permitted in accordance with ITB 13, shall be clearly marked "ALTERNATIVE." In addition, the Bidder shall submit copies of the bid, in the number **specified in the BDS** and clearly mark them "COPY." In the event of any discrepancy between the original and the copies, the original shall prevail.

- 20.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation **as specified in the BDS** and shall be attached to the bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the bid where entries or amendments have been made shall be signed or initialed by the person signing the bid.
- 20.3 In case the Bidder is a JV, the Bid shall be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives. If the JV has not been legally constituted into a legally enforceable JV at the time of bidding, then the Bid shall be signed by every member of the proposed JV.
- 20.4 Any inter-lineation, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the bid.

D. Submission and Opening of Bids

21. Sealing and Marking of Bids

- 21.1 The bidder shall submit two inner sealed envelopes namely, technical bid envelope and financial bid envelope inside a main sealed envelope. This will form a complete bid.
- 21.2 The financial bid envelope shall contain price schedules forms included in Section IV, Bidding forms. Itemized bill of materials, **if required in the BDS**, shall also form part of the financial bid envelope.
- 21.3 The technical bid envelope shall contain all the forms of Section IV (Bidding forms) except the price schedule forms. It shall also contain forms related to technical qualification Criteria (Section III), and Schedule of Requirements (Section VII). Any other technical information required in the tender document shall also be included in technical bid envelope.
- 21.4 The Bidder shall enclose the original and all copies of the bid, including alternative bids, if permitted in accordance with ITB 13, in separate sealed main envelopes, duly marking the envelopes as "ORIGINAL", "ALTERNATIVE" and "COPY". These envelopes containing the original bid and the copies of the bids shall then be enclosed in one single envelope.
- 21.5 The main envelope as well as innerenvelopes shall:
 - (a) Bear the name and address of the Bidder;
 - (b) Be addressed to the Purchaser in accordance with ITB 22.1;
 - (c) Bear the specific identification of this bidding process indicated in ITB 1.1, inner envelopes should also mention the type of the bid (technical or financial).
 - (d) Bear a warning not to open before the time and date for bid opening.
- 21.6 If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid.

22. Deadline for Submission of Bids

- 22.1 Bids must be received by the Purchaser at the address and no later than the date and time **specified in the BDS. When so specified in the BDS**, bidders shall have the option of submitting their bids electronically. Bidders submitting bids electronically shall follow the electronic bid submission procedures **specified in the BDS**.
- 22.2 The Purchaser may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB 8, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

23. Late Bids

- 23.1. The Purchaser shall not consider any bid that arrives after the deadline for submission of bids, in accordance with ITB 22. Any bid received by the Purchaser

after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

24. Withdrawal, Substitution, and Modification of Bids

24.1 A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization (the power of attorney) in accordance with ITB 20.2. The corresponding substitution or modification of the bid must accompany the respective written notice. All notices must be:

(a) Prepared and submitted in accordance with ITB 20 and 21 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION"; and

(b) Received by the Purchaser prior to the deadline prescribed for submission of bids, in accordance with ITB 22.

24.2 Bids requested to be withdrawn in accordance with ITB 24.1 shall be returned unopened to the Bidders.

24.3 No bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission Form or any extension thereof.

25. Technical Bid Opening

25.1 Except as in the cases specified in ITB 23 and 24, the Purchaser shall publicly open and read out in accordance with ITB 25 all bids received by the deadline (regardless of the number of bids received), at the date, time and place **specified in the BDS** in the presence of Bidders' designated representatives. Any specific electronic bid opening procedures required if electronic bidding is permitted, in accordance with ITB 22.1, shall be as **specified in the BDS**.

25.2 First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding bid shall not be opened but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at bid opening. Next, envelopes marked "SUBSTITUTION" shall be opened and read out and exchanged with the corresponding Bid being substituted, and the substituted Bid shall not be opened, but returned to the Bidder. No Bid substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at bid opening. Envelopes marked "MODIFICATION" shall be opened and read out with the corresponding Bid. No Bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening. Only bids that are opened and read out at Bid opening shall be considered further.

25.3 Technical envelopes contained in the main envelopes shall then be opened one at a time, reading out: the name of the Bidder and whether there is a modification if applicable, including any alternative bids; the presence or absence of a Bid Security and the other required bid envelopes. Only alternative bids read out at Bid opening shall be considered for evaluation. The Bid Submission Form is to be initialed by a minimum of three representatives of the Purchaser attending bid opening. The Purchaser shall neither discuss the merits of any bid nor reject any bid (except for late bids, in accordance with ITB 23.1).

25.4 The Purchaser shall prepare a record of the bid opening that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal, substitution, or modification; including alternative bids; and the presence or absence of a Bid Security and the other required bid envelopes. The Bidders' representatives who are present shall be requested to sign the record. The omission of a Bidder's signature on the record shall not invalidate the contents

and effect of the record. A copy of the record shall be distributed to all Bidders. Financial Bid envelopes will not be opened at this stage.

E. Evaluation and Comparison of Bids

- 26. Confidentiality**
- 26.1 Information relating to the examination, evaluation, and comparison of the bids, and qualification of the Bidders and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with the bidding process until information on Contract Award is communicated to all Bidders in accordance with ITB 40.
- 26.2 Any attempt by a Bidder to influence the Purchaser in the examination, evaluation, and comparison of the bids, and qualification of the bidders, or contract award decisions may result in the rejection of its Bid.
- 26.3 Notwithstanding ITB 26.2, from the time of bid opening to the time of Contract Award, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, it shall do so in writing.
- 27. Clarification of Bids**
- 27.1 To assist in the examination, evaluation, comparison of the bids, and qualification of the Bidders, the Purchaser may, at its discretion, ask any Bidder for a clarification of its Bid, given a reasonable time for a response. Any clarification submitted by a Bidder that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing. No change, including any voluntary increase or decrease, in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the Evaluation of the bids, in accordance with ITB 31.
- 27.2 If a Bidder does not provide clarifications of its Bid by the date and time set in the Purchaser's request for clarification, its Bid may be rejected.
- 28. Deviations, Reservations, and Omissions**
- 28.1 During the evaluation of bids, the following definitions apply:
- (a) "Deviation" is a departure from the requirements specified in the Bidding Documents;
 - (b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Documents; and
 - (c) "Omission" is the failure to submit part, or all of the information or documentation required in the Bidding Documents.

- 29. Determination of Responsiveness**
- 29.1 The Purchaser’s determination of a bid’s responsiveness is to be based on the contents of the bid itself, as defined in ITB 11 **(Refer BDS for checklist)**.
- 29.2 A substantially responsive Bid is one that meets the requirements of the Bidding Documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
- (a) If accepted, would:
 - (i) Affect in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the Contract; or
 - (ii) Limit in any substantial way, inconsistent with the Bidding Documents, the Purchaser’s rights or the Bidder’s obligations under the proposed Contract; or
 - (b) If rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive bids.
- 29.3 The Purchaser shall examine the technical aspects of the bid submitted in accordance with ITB 16, in particular, to confirm that all requirements of Section VII, Schedule of Requirements have been met without any material deviation or reservation, or omission.
- 29.4 If a bid is not substantially responsive to the requirements of the Bidding Documents, it shall be rejected by the Purchaser and may not subsequently be made responsive by correction of the material deviation, reservation, or omission.
- 30. Nonconformities, Errors and Omissions**
- 30.1 Provided that a Bid is substantially responsive, the Purchaser may waive any nonmaterial nonconformities in the Bid.
- 30.2 Provided that a bid is substantially responsive, the Purchaser may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
- 30.3 Provided that a bid is substantially responsive, the Purchaser shall rectify quantifiable nonmaterial nonconformities related to the Bid Price. To this effect, the Bid Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component.

**31. Correction of
Arithmetical
Errors**

- 31.1 Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis:
- (a) If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
 - (b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - (c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
- 31.2 Bidders shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with ITB 31.1 shall result in the rejection of the Bid.

**32. Conversion to
Single Currency**

- 32.1 For evaluation and comparison purposes, the currency(ies) of the Bid shall be converted in a single currency as **specified in the BDS**.

**33. Margin of
Preference**

- 33.1 **Unless otherwise specified in the BDS**, a margin of preference shall not apply.

**34. Opening and
Evaluation of
Financial Bids**

- 34.1 The financial bids for substantially responsive bids shall be opened at a date, time, and place determined by the purchaser. The purchaser shall inform all the substantially responsive bidders of such a date beforehand. The financial bid envelopes shall be opened one at a time, reading out the name of such Bidder and the total Bid Prices per lot (contract), if applicable, including any discounts. The Price Schedules are to be initialed by a minimum of three representatives of the Purchaser attending bid opening. The Purchaser shall prepare a record that shall include the name of such Bidders and the Bid Price, per lot (contract) if applicable, including any discounts. The Bidders' representatives who are present may be requested to sign the record. A copy of the record may be distributed to these Bidders later. The Purchaser shall use the criteria and methodologies listed in this Clause. No other evaluation criteria or methodologies shall be permitted.
- 34.2 For Financial evaluation of substantially responsive Bids, the Purchaser shall consider the following:
- (a) The Total Bid Price as quoted in accordance with clause 14 in the Price Schedule Form;
 - (b) Price adjustment for correction of arithmetic errors in accordance with ITB 31.1;
 - (c) Price adjustment due to discounts offered;
 - (d) Price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITB 30.3;
 - (e) Converting the amount resulting from applying (a) to (d) above, if relevant, to a single currency in accordance with ITB 32;
 - (f) The additional evaluation factors as specified in Financial Bid Evaluation under Section III, Evaluation and Qualification Criteria.
- 34.3 The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.
- 34.4 If these Bidding Documents allows Bidders to quote separate prices for different lots (contracts), the methodology to determine the lowest evaluated price of the lot

(contract) combinations, including any discounts offered in the Bid Submission Form, is specified in Section III, Evaluation and Qualification Criteria

34.5 The Purchaser's evaluation of a bid will exclude and not take into account:

- (a) In the case of Goods manufactured in the Purchaser's Country, sales and other similar taxes, which will be payable on the goods if a contract is awarded to the Bidder;
- (b) In the case of Goods manufactured outside the Purchaser's Country, already imported or to be imported, customs duties and other import taxes levied on the imported Good, sales and other similar taxes, which will be payable on the Goods if the contract is awarded to the Bidder;
- (c) In the case of Non-Consulting Services and Related Services, customs duties and sales and other similar taxes that will be payable on the Non-Consulting Services and Related Services if the contract is awarded to the Bidder;
- (d) Any allowance for price adjustment during the period of execution of the contract, if provided in the bid.

34.6 The Purchaser's evaluation of a bid may require the consideration of other factors, in addition to the Bid Price quoted in accordance with ITB 14. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Goods and Related Services. The effect of the factors selected, if any, shall be expressed in monetary terms to facilitate comparison of bids, unless otherwise **specified** in Section III, Evaluation and Qualification Criteria. The criteria and methodologies to be used shall be as specified in Section III, Evaluation and Qualification Criteria.

34.7 If the bid, which results in the lowest Evaluated Bid Price, is significantly lower than the Purchaser's estimate, the Purchaser shall require the Bidder to produce detailed price analyses for any or all items of the Price Schedules, to demonstrate the internal consistency of those prices with the supply requirements and the method and schedule proposed. If one or several inconsistencies are evidenced, the bid shall be declared non-compliant and rejected.

35. Comparison of Bids

35.1 The Purchaser shall compare the evaluated prices of all substantially responsive bids established in accordance with ITB 34.2 to determine the lowest evaluated bid.

36. Post Qualification of the Bidder

36.1 The Purchaser shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive bid meets all the qualifying criteria in detail as mentioned in Section III, Evaluation and Qualification Criteria.

36.2 The determination shall be based upon an examination of the original documents, which may be substantiated by additional evidence as and when required by the purchaser as an indisputable proof of the Bidder's qualifications, pursuant to ITB 17.2.

36.3 An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event the Purchaser may proceed to the next lowest evaluated bid to make a similar determination of that Bidder's qualifications to perform satisfactorily.

37. Purchaser's Right to Accept Any Bid, and to Reject Any or All Bids

37.1 The Purchaser reserves the right to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders. In case of annulment, all bids submitted and specifically, bid securities, shall be promptly returned to the Bidders.

F. Award of Contract

- 38. Award Criteria** 38.1 Subject to ITB 37.1, the Purchaser shall award the Contract to the Bidder whose bid has been determined to be the lowest evaluated bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.
- 39. Purchaser's Right to Vary Quantities at Time of Award** 39.1 At the time the Contract is awarded, the Purchaser reserves the right to increase or decrease the quantity of Services originally specified in Section VII, Schedule of Requirements, provided this does not exceed the percentages **specified in the BDS**, and without any change in the unit prices or other terms and conditions of the bid and the Bidding Documents.
- 40. Notification of Award** 40.1 Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted. The notification letter (hereinafter and in the Conditions of Contract and Contract Forms called the "Letter of Acceptance") shall specify the sum that the Purchaser will pay the Supplier in consideration of the supply of Services (hereinafter and in the Conditions of Contract and Contract Forms called "the Contract Price"). At the same time, the Purchaser shall also notify all other Bidders of the results of the bidding.
- 40.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.
- 40.3 The Purchaser shall promptly respond in writing to any unsuccessful Bidder who, after notification of award in accordance with ITB 40.1, requests in writing the grounds on which its bid was not selected.
- 41. Signing of Contract** 41.1 Promptly after notification, the Purchaser shall send the successful Bidder the Contract Agreement.
- 41.2 Within twenty-eight (28) days of receipt of the Contract Agreement, the successful Bidder shall sign, date, and return it to the Purchaser.
- 41.3 Notwithstanding ITB 41.2 above, in case signing of the Contract Agreement is prevented by any export restrictions attributable to the Purchaser, to the country of the Purchaser, or to the use of the products/goods, systems or services to be supplied, where such export restrictions arise from trade regulations from a country supplying those products/goods, systems or services, the Bidder shall not be bound by its bid, always provided however, that the Bidder can demonstrate to the satisfaction of the Purchaser and of the AFD that signing of the Contract Agreement has not been prevented by any lack of diligence on the part of the Bidder in completing any formalities, including applying for permits, authorizations and licenses necessary for the export of the products/goods, systems or services under the terms of the Contract.
- 42. Performance Security** 42.1 Within twenty-eight (28) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Security in accordance with the GCC, using for that purpose the Performance Security Form included in Section X, Contract Forms, or another Form acceptable to the Purchaser. If the Performance Security furnished by the successful Bidder is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Bidder to be acceptable to the Purchaser. A foreign institution providing a bond shall have a correspondent financial institution located in the Purchaser's Country.
- 42.2 Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security or execution of the Bid-Securing Declaration. In that event the Purchaser may award the Contract to the next lowest evaluated Bidder, whose bid is substantially responsive and is determined by the Purchaser to be qualified to perform the Contract satisfactorily.

Section II–Bid Data Sheet (BDS)

A. Introduction	
ITB 1.1	The number of the Invitation for Bids is: 1(one)
ITB 1.1	The Purchaser is: Assam Project on Forest and Biodiversity Conservation Society (APFBCS), represented by the Project Director, PMU, APFBCS.
ITB 1.1	The name and identification number of the IPC is: Procurement of Cloud Hosting Services for APFBC Project. The identification number of the IPC is: APFBC/PMU/Phase-II/ Cloud Services /2024/350/134 The number and identification of the contract comprising this IPC is: 1 APFBC/PMU/Phase-II/ Cloud Services /2024/350/134 Cloud Hosting Services
ITB 2.1	<i>The name of the Project is:</i> Assam Project on Forest and Biodiversity Conservation- Phase II.
ITB 4.1	Maximum number of members in the JV shall be: 1
B. Bidding Documents	
ITB 7.1	Clarifications may be requested no later than 9th December 2024 till 5 pm. The contact information for requesting clarifications is: Attention: Project Director, PMU, APFBC Society Address: Aranya Bhawan, Panjabari, Guwahati – 781037 (Assam) Telephone: +91-361-2733917. Electronic mail address: pd@apfbc.in .
ITB 7.1	Web page: Assam Project on Forest and Biodiversity Conservation (www.apfbc.nic.in)
ITB 7.1	A Pre-Bid meeting shall take place at the following date, time and place: Date: 6th December 2024. Time: 11:30 Hours IST Place: Aranya Bhawan, Panjabari, Guwahati – 781037 (Assam).
C. Preparation of Bids	
ITB 10.1	The language of the Bid is: English All correspondence exchange shall be in the English language. Language for translation of supporting documents and printed literature is English.
ITB 11.1(k)	The Bidder shall submit with its Bid the following documents: Refer document checklist below for a list of documents.
ITB 13.1	Alternative Bids shall not be permitted.
ITB 14.2	For the sake of detailed breakup, an itemized bill of material for all items may be included as a separate document in the financial bid. The Price Schedule Form, included in Section IV shall contain rates of major items.
ITB 14.3	Deleted
ITB 14.4	Deleted
ITB 14.5	The prices quoted by the Bidder shall be: Fixed
ITB 14.6	The price quoted by the bidder shall be inclusive of discounts, if any, and not to be mentioned separately
ITB 14.5	The Incoterms edition is Incoterms 2010. However, the definition of the place and date associated with “delivery” is modified as follows: <i>(a)</i> Under “CIP” Incoterms defines “delivery” as the place and date where risk transfers from the seller to the buyer; <i>(b)</i> In these Bidding Documents, when using “CIP” and not referring to the transfer of risk, the term “delivery” shall be interpreted as the date and place where the Goods and Related Services arrive at the <u>named place of destination</u> , and this date should be reflected in the Delivery and Completion Schedule.
ITB 14.8	Named Place of Destination: Guwahati
ITB 15.1	The prices shall be quoted by the bidder in: Indian Rupees(INR) The Bidder is required to quote in the currency of the Purchaser’s Country the portion of the bid price that corresponds to expenditures incurred in that currency.
ITB 16.2	Service Standards: Refer SLA table Section VII

ITB 17.2 (a)	Cloud Service Provider authorization is: Required.
ITB 17.2 (b)	After sales service is: Required
ITB 17.3 (c)	Technical qualifications criteria contained in Schedule III
ITB 18.1	The Bid Validity Period shall be 120 days.
ITB 18.3(a)	The Bid Price shall be adjusted as will be indicated in the request for Bid validity extension.
ITB 19.1	A Bid Security in form of BG from any nationalized or scheduled commercial Bank having a branch in Guwahati, Assam shall be required. A Bid-Securing Declaration shall not be required. The amount and currency of the Bid security shall be: INR 0.40 Million
ITB 19.3(d)	Other types of acceptable securities: None
ITB 19.9	- Deleted -
ITB 20.1	In addition to the original of the Bid, the number of copies is: one (1) paper copy and one (1) digital copy of technical bid only (.pdf in a pen-drive).
ITB 20.2	The written confirmation of authorization to sign on behalf of the Bidder shall consist of: Power of Attorney established in the name of the signatory of the Bid on a Nonjudicial stamp paper of INR 100/- OR on a duly notarized document
D. Submission and Opening of Bids	
ITB 22.1	For Bid submission purposes only, the Employer's address is: Attention: Project Director, PMU, APFBC Society Address: Aranya Bhawan, Panjabari, Guwahati – 781037 (Assam) The deadline for Bid submission is: Date: 30th December 2024 Time: 14:00 Hours IST Bidders shall not have the option of submitting their Bids electronically.
ITB 25.1	The Bid opening shall take place at: Address: Aranya Bhawan, Panjabari, Guwahati – 781037 (Assam) Date: 30th December 2024 Time: 14:15 Hours IST No minimum number of Bids is required in order to proceed to Bid opening.
E. Evaluation and Comparison of Bids	
ITB 29.1	A substantially responsive bid shall conform to all the requirements of technical bid as mentioned in checklist below.
ITB 32.1	The currency that shall be used for Bid evaluation and comparison purposes to convert all Bid price(s) expressed in various currencies into a single currency is: Indian Rupee (INR) The source of exchange rate shall be: Reserve Bank of India The date for the exchange rate shall be seven (7) days prior to the date of deadline for Bid submission.
ITB 33.1	A margin of preference shall not apply
ITB 34.2	Price Bid Evaluation: Least Total Price exclusive of taxes (L1) shall be the sole determining criteria for the allotment of contract amongst substantially responsive bids. If a price schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. An item not listed in the price schedule shall be assumed to be not included in the bid, and provided that the bid is substantially responsive, the highest price of the item quoted by substantially responsive bidders will be added to the bid price and the equivalent total cost of the bid so determined will be used for price comparison.
ITB 35.1	Evaluation of substantially responsive bids will be done on the basis of prices excluding GST.
F. Award of Contract	
ITB 39.1	The maximum percentage by which quantities may be increased/ decreased is: 20%
ITB 40.1	The publication of the contract award information will be published on www.apfbc.nic.in The publication will be done within 15 days after the contract signing.

Document Checklist (all documents are mandatory):

The Bid Envelope with the name of the authorized representative, who shall be present at the time of technical bid opening, written on top of the envelope shall comprise of the following documents in the order:

- (a) Technical Bid Envelope with the **no. of total pages written on top of the envelope** shall contain the following documents, **strictly in the order mentioned below with pages numbered serially**:
 - i. Bid submission Form and appendix to bid submission form (format as given on pages 34-38 of this document);
 - ii. Bidder Information Form ELI 1.1 for both the MSP and CSP filled separately along with respective certificates of Incorporation/Registration/Partnership deed (format as given on page 39);
 - iii. Bid Security by bidder strictly in accordance with ITB 19.1 (BG format given on page 49 may be used);
 - iv. Written confirmation authorizing the signatory of the Bidder to commit the Bid on a Non-judicial stamp paper of Rs. One Hundred only **or** on a duly notarized document.
 - v. Historical Contract Non-Performance, Pending Litigation and Litigation History Form CON-2 (format as given on pages 40 and 41).
 - vi. CA certified Financial Situation and Performance Forms FIN3.1 and FIN 3.2 (mandatory format as given on pages 42 and 43, no other document will be accepted at this stage).
 - vii. Experience Requirement form EXP 4.1 and attachments mentioned therein (required format, attachments and contact persons mentioned on page 44)
 - viii. Other Mandatory Documents confirming to technical qualification (given in Section III, Other technical qualifications):
 1. Proof of MeitY Empanelment and STQC certificate for CSP,
 2. Technical Resource Certificate by CEO or HR head of MSP in the desired format mentioned therein.
 3. List of ISO certifications for MSP and CSP separately in the desired format mentioned therein.
 4. Self-Certification from CSP mentioning DC/DR location and NOC/SOC facility in India in the desired format mentioned therein.
 - ix. Documents confirming to technical qualification (Section VII, Schedule of Requirements):
 1. Declaration related to List of services availability at desired specification (Declaration under pages 59-61 to be sealed and signed by bidder's authorized representative and submitted)
 2. Technical Specifications for Cloud Services checklist (format given on page 62 to be sealed and signed by bidder's authorized representative and submitted) including unpriced BOQ and technical writeup mentioned in item no. 16
 - x. If CSP and MSP are different then a filled CSP Authorization form (strictly as per the format given on page 51)
- (b) Financial Bid Envelope with **no. of total pages written on top of the envelope** shall contain the documents **strictly in the order mentioned below with pages numbered serially**:
 - i. Price Schedule Forms in Section IV (Mandatory pages 46-49)
 - ii. Detailed itemized Bill of quantities showing comprehensive detailed breakup of rates quoted in price schedule form (Needed but not mandatory but can be asked later if required).

Pls Note:

1. **Only the above documents signed and sealed by the authorized signatory in the required formats should be provided. In event of not supply or supply of any other format or change in the original content of the forms, the forms will not be accepted, and the bid shall get rejected. For the sake of ease of evaluation, no additional documents should be submitted at this stage. Details may be asked at any time later, if required.**
2. **The authorized signatory or any other representative of the bidder (supported by the authorization letter issued by the bidder) shall be present at the time of both bid openings (technical as well as financial). If none of the bidder representatives is present, then the bid may be rejected and may not be opened.**
3. **Any deviations from the above mandatory requirements of no. of pages and names of representatives to be mentioned on envelopes, serially numbered pages and order of documents may lead to not opening of the bid and hence rejection of the bid.**

4. No extra documents should be supplied other than what is asked for, a clear confirmation of the above-mentioned requirements is expected by the evaluation committee. Any document which puts the burden of finding the information on the evaluation committee will not be accepted.
5. 1 Original Bid + 1 Paper Copy of OriginalBid + 1 digital copy of Technical Bid (.pdf in pen drive) shall be submitted mandatorily.

Section III -Evaluation and Qualification Criteria

This Section complements the Instructions to Bidders. It contains the criteria that the Purchaser may use to evaluate a bid and determine whether a Bidder has the required qualifications. No other criteria shall be used.

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1 Evaluation

1.1 Bid Evaluation Criteria

The Bid submitted by the Bidder shall consist of a Technical Bid and a Financial Bid,

- a) **Technical Evaluation:** APFBCS shall open the technical bids and check them for the fulfillment of the Technical Qualification criteria and the requirements under the Schedule of Requirements (Schedule VII). To be substantially responsive, the bids shall conform to the criteria mentioned in technical qualification (given below) and to the requirements mentioned in the Schedule of Requirements (Section VII). Bids that are found to be non-responsive during the technical evaluation will be summarily rejected and will not be considered for price-bid evaluation.
- b) **Financial Bid Evaluation:** APFBCS shall examine the Price Bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.
 - (i) The substantially responsive bid with lowest total of discovered prices exclusive of taxes (L1), shall be awarded the project.
 - (ii) The bidder must share per unit pricing for each of the components listed in BOQ. The rates quoted are to be specified in "Per-Item-Per Month" basis or "Lumpsum basis", as mentioned in the BOQ against each item. The rates should be final, inclusive of any discounts offered.
 - (iii) Least total price shall be the sole determining criteria for the allotment of contract amongst substantially responsive bids. If a price schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. An item not listed in the price schedule shall be assumed to be not included in the bid, and provided that the bid is substantially responsive, the highest price of the item quoted by substantially responsive bidders will be added to the bid price and the equivalent total cost of the bid so determined will be used for price comparison.
 - (iv) It is mentioned that the Financial Bid evaluation would be done on the basis of the rates quoted by the bidder. The Bidder has to provide such rates which shall remain uniform for the entire duration of the contract and shall also remain uniform while scaling up and scaling down of the requirements.

2 Technical Qualification Criteria

Following criteria shall be fulfilled by the Bidder:

Technical Qualification Criteria

1. Eligibility						
Criterion	Requirement	Single Entity	Joint Venture (existing or intended)			Submission Requirements
			All Parties Combined	Each Member	One Member	
1.1 Nationality	Nationality in accordance with ITB 4.3	Must meet requirement for both MSP and CSP separately	N/A	N/A	N/A	Forms ELI-1.1 and Registration/Certificate of incorporation/ partnership deed for both MSP and CSP to be provided by Bidder.
1.2 Conflict of Interest	No conflicts of interest in accordance with ITB 4.2	Must meet requirement	N/A	N/A	N/A	Bid Submission Form signed by authorized signatory of Bidder certifying that neither CSP nor MSP have conflict of Interest.
1.3 AFD Eligibility	Not being ineligible to AFD financing, as described in ITB 4.3	Must meet requirement	N/A	N/A	N/A	Statement of Integrity (appendix to Bid submission Form) signed by authorized signatory of Bidder certifying that both CSP and MSP meet AFD eligibility criterion.
1.4 State-Owned Entity	Meet conditions of ITB 4.3	Must meet requirement for both MSP and CSP separately	N/A	N/A	N/A	Forms ELI-1.1 with attachments

2. Historical Contract Non-Performance

Criterion	Requirement	Single Entity	Joint Venture (existing or intended)			Submission Requirements
			All Parties Combined	Each Member	One Member	
2.1 History of Non-Performing Contracts	Termination of a contract ¹ did not occur because of Bidder's default in the past five (5) years.	Must meet requirement for both MSP and CSP ² .	N/A	N/A	N/A	Form CON-2 signed by authorized signatory of Bidder certifying that neither CSP nor MSP have a history of Non-Performing Contracts
2.2 Suspension Based on Execution of Bid Securing Declaration by the Purchaser or withdrawal of the Bid within Bid validity	Not under suspension based on execution of a Bid Securing Declaration pursuant to ITB 4.4 or withdrawal of a Bid pursuant ITB 19.9.	Must meet requirement for both MSP and CSP	N/A	N/A	N/A	Bid Submission Form signed by authorized signatory of Bidder certifying that neither CSP nor MSP has been suspended based on Execution of Bid Securing Declaration by the Purchaser or withdrawal of the Bid within Bid validity
2.3 Pending Litigation	All pending litigation shall in total not represent more than one hundred percent (100%) of the Bidder's net worth and shall be treated as resolved against the Bidder.	Must meet requirement for both MSP and CSP	N/A	N/A	N/A	Form CON-2 signed by authorized signatory of Bidder certifying that neither CSP nor MSP have pending litigation more than one hundred percent (100%) of their respective net worths.

¹ Non-performance shall include all terminations of contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism.

² This requirement also applies to contracts executed by the Bidder as JV member.

3. Financial Situation and Performance

Criterion	Requirement	Single Entity	Joint Venture (existing or intended)			Submission Requirements
			All Parties Combined	Each Member	One Member	
3.1 Financial Capabilities	<p>Submission of proof based on audited financial statements of last three (3) years(2023-24; 2022-23 & 2021-22) to demonstrate the current soundness of the Bidder's financial position based on the following criteria:</p> <p>a) Average liquidity ratio for the last three (3) years \geq 1.1 (Current assets / Current liabilities\geq 1.1);</p> <p>b) Positive Net Worth each year during last 3 years</p>	<p>MSP must meet requirement if MSP and CSP are separate or CSP must meet requirement if MSP and CSP are same</p>	N/A	N/A	N/A	Form FIN-3.1, by MSP certified by CA.
3.2 Minimum Annual Turnover from supply of Non consulting Services	<p>The MSP should have a Minimum Average Annual Turnover (CA certified) of at least INR 10 (Ten) Million in last three audited financial years(2023-24; 2022-23& 2021-22):</p> <p>The CSP should have a Minimum Average Annual Turnover (CA certified) of at least INR 100 (Hundred) Million in the last three audited financial years(2023-24; 2022-23 & 2021-22):</p>	MSP and CSP requirement must be met	N/A	N/A	N/A	Form FIN-3.2 separately for both CSP and MSP certified by CA.

4. Experience and other Technical qualifications

Criterion	Requirements	Single Entity	Joint Venture (existing or intended)			Submission Requirements
			All Parties Combined	Each Member	One Member	
4.1 Similar Experience and other technical qualifications	<p>(i) The bidder should be <i>either</i> an MSP and should quote the solution with one MeityEmpaneled CSP (MSP and CSP qualification criteria to be met individually) <i>or</i> a single entity. (Both the MSP and CSP qualification criteria to be met by the bidder.)</p> <p>(ii) MSP experience and other technical qualification requirements:</p> <ol style="list-style-type: none"> 1. Legal Status: The MSP shall be a single legal entity incorporated and registered in India under the Indian Companies Act 1956 or a Limited Liability Partnership (LLP) registered under the LLP Act 2008. It should have registered operational offices in India. 2. Similar Experience: The MSP should have successfully provided or providing cloud service hosting to Up to 3 clients (Government/Corporate)for a minimum of 1 year duration each with a combined total minimum value of INR 20 million during the last 5 (Five) years w.e.f. date of publication of this bid document. 3. Technical Resource: The MSP must have strength of at least 10 IT Professionals with minimum 3 years' experiencein maintenance of cloud solution/ virtual server administration/ system administration, Virtualization, security, database administration, networking management, etc. on their payroll as on date of publication of this bid. The selected MSP must maintain the requisite number of relevant 	Must meet requirement	N/A	N/A	N/A	<ul style="list-style-type: none"> • Bid Submission Form • Attested copy of Registration/Incorporation Certificate/partnership deed as demanded with ELI-1.1. • Form EXP-4.1 for similar experience • Certificate from HR Head or CEO of the Company endorsing the stated requirement and below that must mention that the following 10 professionals (with names and relevant cloud expertise) are presently on the payroll of the company and are having

4. Experience and other Technical qualifications

Criterion	Requirements	Single Entity	Joint Venture (existing or intended)			Submission Requirements
			All Parties Combined	Each Member	One Member	
	<p>professionals (minimum 5 professionals) during the whole duration of the project to maintain this eligibility criteria.</p> <p>4. Certifications:The MSP should compulsorily possess following certifications: -ISO 27001:2019for Information Security Management System and ISO 9001:2015 for Quality Management System</p> <p>(iii) CSP experienceand other technical qualification requirements:</p> <ol style="list-style-type: none"> 1. Legal Status: The CSP shall be a single legal entity incorporated and registered in India under the Indian Companies Act 1956 or a Limited Liability Partnership (LLP) registered under the LLP Act, 2008 and should have registered operational office in India. 5. Similar Experience: The CSP should have successfully provided or providing cloud hosting services for Up to 3 clients (Government/Corporate)for a minimum of 1 year duration each with a combined total minimum value of INR 50 million during the last 5 (Five) years w.e.f. date of publication of this bid document. 2. Empanelment:The CSP shall be MeitY empaneled & STQC audited (either completed or in progress) as per Ministry ofElectronics and Information Technology (MeitY) as on the last date of submission of the bid. 					<p>minimum 3 years of experience. (Note: No other document is admissible)</p> <ul style="list-style-type: none"> • A list of these certifications along with period of validity on the letterhead of the bidder signed and sealed by the authorized signatory. Note: No other document needs to be submitted at this stage. • Attested copy of Registration/Incorporation Certificate/partnership deed as demanded with ELI-1.1. • Form EXP-4.1 and attachments for similar experience signed and sealed by the authorized signatory of the bidder along with CSP authorization Form. • Valid Letter of Empanelment / Certificate of Empanelment from MeitY along with STQC certificate.

4. Experience and other Technical qualifications

Criterion	Requirements	Single Entity	Joint Venture (existing or intended)			Submission Requirements
			All Parties Combined	Each Member	One Member	
	<p>3. Certifications:The CSP must possess the following certification valid for project duration:</p> <ol style="list-style-type: none"> a. ISO 9001:2015 certifications for Quality Management System. b. Data protection and privacy certifications such as ISO 27001:2019, ISO 27017:2015, and ISO 27018:2019,ISO 20000:1 certification for Service Management System. c. Conform to at least Tier III standard, certified under TIA 942 or Uptime Institute certifications by a 3rd party. d. Compliance with Indian IT Act 2000 and amendments(including Section 43A), Digital Personal Data Protection Act, 2023and applicable amendmentsfor Data Privacy. e. PCI DSS -compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud. 					<ul style="list-style-type: none"> • A list of these certifications along with period of validity on the letterhead of the bidder signed and sealed by the authorized signatory. Note: No other document needs to be submitted at this stage.
4.2 After Sales Service	1. DC/DR locations of the CSP should be in India along with the NOC and SOC facility.	Must meet requirement	N/A	N/A	N/A	<ul style="list-style-type: none"> • Self-certification mentioning the location details of DC and DR along with the compliance requirement on the letterhead of the bidder signed and sealed by the authorized signatory. Note: No other document needs to be submitted at this stage.

Section IV –Bidding Forms

Table of Forms

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Bid Submission Form

[The Bidder shall prepare his Bid Submission Form on a Letterhead paper specifying his name and address]

Date: _____

IPC No.: _____

Invitation for Bid No.: _____

Alternative No.: _____

To: Project Director, PMU, APFBC Society
Aranya Bhawan, Panjabari, Guwahati – 781037 (Assam)

We, the undersigned who is a (tick applicable and fill details)

Managed Service Provider and quoting the solution with one MeitY Empaneled CSP (___ **Fill the Name of CSP** ___)

or

Cloud Service Provider

declare that:

- a) We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders (ITB 8);
- b) We, either MSP or CSP, have no conflict of interest in accordance with ITB 4.2;
- c) We, either MSP or CSP, have not been suspended nor declared ineligible by the Employer based on execution of a Bid Securing Declaration in the Employer's country in accordance with ITB 4.4;
- d) We have attached the Specific Power of Attorney in favor of Authorized Signatory signing the bid and Board Resolution in favor of person granting the Power of Attorney (on Nonjudicial stamp paper of INR 100/- or on duly notarized document), who shall sign the Contract Agreement.
- e) We understand clearly the scope of the work of the project and we satisfy all the technical criteria mentioned in Section III to the best of our knowledge and ability. We have submitted the supporting documents as part of the technical bid.
- f) We, MSP and CSP, understand the project's
- g)
- h) and project requirements. We offer to supply the desired list of services and delivery schedule in conformity with the general conditions and technical specifications mentioned in Section VII. We have read the SLA table requirements and penalties for non-conformance and if selected, we shall provide services in conformance with these service standard requirements. Our technical bid contains the documents confirming cloud service specifications and includes the CSP authorization (needed where CSP is different from MSP). If our bid is accepted, we undertake to carry out all inspections and tests as specified in Section VII required for the system's operational acceptance.

We are bidding for the following:

APFBC/PMU/Phase-II/PD/2023/---/Cloud Hosting Services

- i) We have submitted the financial bid in a separate envelope, and we understand that the financial bid envelope shall be opened by the purchaser only if our bid is found to be substantially responsive.
- j) Our Bid shall be valid for a period of 120 days from the date fixed for the Bid submission deadline in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- k) If our Bid is accepted, we commit to obtain a performance security in accordance with ITB 42 of the Bidding Document;

- l) We, neither as MSP nor as CSP, are participating in more than one Bid in this bidding process in accordance with ITB 4.2(e), other than alternative Bids submitted in accordance with ITB 13;
- m) We understand that this Bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- n) We understand and accept that the Purchaser reserves the right to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders; and
- o) We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption.

Name of the Bidder¹: _____

Name of the person duly authorized to sign the Bid on behalf of the Bidder²: _____

Title of the person signing the Bid: _____

Signature of the person named above: _____

Date signed: _____ day of: _____

² Person signing the Bid shall have the power of attorney given by the Bidder(s) and to be attached with the Bid along with the CSP authorization form.

Appendix to Bid Submission Form

Statement of Integrity, Eligibility and Social and Environmental Responsibility

Reference of the bid or proposal _____ (the "Contract")

To: **Project Director, PMU, APFBC Society, Aranya Bhawan, Panjabari, Guwahati- 781037**(the "Contracting Authority")

1. We recognize and accept that *Agence Française de Développement* ("AFD") only finances projects of the Contracting Authority subject to its own conditions which are set out in the Financing Agreement which benefits directly or indirectly to the Contracting Authority. As a matter of consequence, no legal relationship exists between AFD and our company, our joint venture or our suppliers, contractors, subcontractors, consultants or subconsultants. The Contracting Authority retains exclusive responsibility for the preparation and implementation of the procurement process and performance of the contract. The Contracting Authority means the Purchaser, the Employer, the Client, as the case may be, for the procurement of goods, works, plants, consulting services or non-consulting services.
2. We hereby certify that neither we nor any other member of our joint venture or any of our suppliers, contractors, subcontractors, consultants or subconsultants are in any of the following situations:
 - 2.1 Being bankrupt, wound up or ceasing our activities, having our activities administered by the courts, having entered into receivership, reorganization or being in any analogous situation arising from any similar procedure;
 - 2.2 Having been:
 - a) convicted, within the past five years by a court decision, which has the force of *res judicata* in the country where the Contract is implemented, of fraud, corruption or of any other offense committed during a procurement process or performance of a contract (in the event of such conviction, you may attach to this Statement of Integrity supporting information showing that this conviction is not relevant in the context of this Contract);
 - b) subject to an administrative sanction within the past five years by the European Union or by the competent authorities of the country where we are constituted, for fraud, corruption or for any other offense committed during a procurement process or performance of a contract (in the event of such sanction, you may attach to this Statement of Integrity supporting information showing that this sanction is not relevant in the context of this Contract);
 - c) convicted, within the past five years by a court decision, which has the force of *res judicata*, of fraud, corruption or of any other offense committed during the procurement process or performance of an AFD-financed contract;
 - 2.3 Being listed for financial sanctions by the United Nations, the European Union and/or France for the purposes of fight-against-terrorist financing or threat to international peace and security;
 - 2.4 Having been subject within the past five years to a contract termination fully settled against us for significant or persistent failure to comply with our contractual obligations during contract performance, unless this termination was challenged, and dispute resolution is still pending or has not confirmed a full settlement against us;
 - 2.5 Not having fulfilled our fiscal obligations regarding payments of taxes in accordance with the legal provisions of either the country where we are constituted or the Contracting Authority's country;
 - 2.6 Being subject to an exclusion decision of the World Bank and being listed on the website <http://www.worldbank.org/debarr> (in the event of such exclusion, you may attach to this Statement of Integrity supporting information showing that this exclusion is not relevant in the context of this Contract);
 - 2.7 Having created false documents or committed misrepresentation in documentation requested by the Contracting Authority as part of the procurement process of this Contract.

3. We hereby certify that neither we, nor any of the members of our joint venture or any of our suppliers, contractors, subcontractors, consultants or subconsultants are in any of the following situations of conflict of interest:
 - 3.1 Being an affiliate controlled by the Contracting Authority or a shareholder controlling the Contracting Authority, unless the stemming conflict of interest has been brought to the attention of AFD and resolved to its satisfaction;
 - 3.2 Having a business or family relationship with a Contracting Authority's staff involved in the procurement process or the supervision of the resulting Contract, unless the stemming conflict of interest has been brought to the attention of AFD and resolved to its satisfaction;
 - 3.3 Being controlled by or controlling another bidder or consultant, or being under common control with another bidder or consultant, or receiving from or granting subsidies directly or indirectly to another bidder or consultant, having the same legal representative as another bidder or consultant, maintaining direct or indirect contacts with another bidder or consultant which allows us to have or give access to information contained in the respective applications, bids or proposals, influencing them or influencing decisions of the Contracting Authority;
 - 3.4 Being engaged in a consulting services activity, which, by its nature, may be in conflict with the assignments that we would carry out for the Contracting Authority;
 - 3.5 In the case of procurement of goods, works or plants:
 - a) Having prepared or having been associated with a consultant who prepared specifications, drawings, calculations and other documentation to be used in the procurement process of this Contract;
 - b) Having been recruited (or being proposed to be recruited) ourselves or any of our affiliates, to carry out works supervision or inspection for this Contract.
4. If we are a state-owned entity, and to compete in a procurement process, we certify that we have legal and financial autonomy and that we operate under commercial laws and regulations.
5. We undertake to bring to the attention of the Contracting Authority, which will inform AFD, any change in situation with regard to points 2 to 4 here above.
6. In the context of the procurement process and performance of the corresponding contract:
 - 6.1 We have not and we will not engage in any dishonest conduct (act or omission) deliberately intended to deceive others, to intentionally conceal items, to violate or vitiate someone's consent, to make them circumvent legal or regulatory requirements and/or to violate their internal rules in order to obtain illegitimate profit;
 - 6.2 We have not and we will not engage in any dishonest conduct (act or omission) contrary to our legal or regulatory obligations or our internal rules in order to obtain illegitimate profit;
 - 6.3 We have not promised, offered or given and we will not promise, offer or give, directly or indirectly to (i) any Person who holds a legislative, executive, administrative or judicial mandate within the State of the Contracting Authority regardless of whether that Person was nominated or elected, regardless of the permanent or temporary, paid or unpaid nature of the position and regardless of the hierarchical level the Person occupies, (ii) any other Person who performs a public function, including for a State institution or a State-owned company, or who provides a public service, or (iii) any other person defined as a Public Officer by the national laws of the Contracting Authority's country, an undue advantage of any kind, for himself or for another Person or entity, for such Public Officer to act or refrain from acting in his official capacity;
 - 6.4 We have not promised, offered or given and we will not promise, offer or give, directly or indirectly to any Person who occupies an executive position in a private sector entity or works for such an entity, regardless of the nature of his/her capacity, any undue advantage of any kind, for himself or another Person or entity for such Person to perform or refrain from performing any act in breach of its legal, contractual or professional obligations;
 - 6.5 We have not and we will not engage in any practice likely to influence the contract award process to the detriment of the Contracting Authority and, in particular, in any anti-competitive practice having for object or for effect to prevent, restrict or distort competition, namely by limiting access to the market or the free exercise of competition by other undertakings;

- 6.6 Neither we nor any of the members of our joint venture or any of our suppliers, contractors, subcontractors, consultants or subconsultants shall acquire or supply any equipment nor operate in any sectors under an embargo of the United Nations, the European Union or France;
- 6.7 We commit ourselves to comply with and ensure that all of our suppliers, contractors, subcontractors, consultants or subconsultants comply with international environmental and labour standards, consistent with laws and regulations applicable in the country of implementation of the Contract, including the fundamental conventions of the International Labour Organization (ILO) and international environmental treaties. Moreover, we shall implement environmental and social risks mitigation measures when specified in the environmental and social commitment plan (ESCP) provided by the Contracting Authority.
7. We, as well as members of our joint venture and our suppliers, contractors, subcontractors, consultants or subconsultants authorize AFD to inspect accounts, records and other documents relating to the procurement process and performance of the contract and to have them audited by auditors appointed by AFD.

Name: _____ In the capacity of: _____

Duly empowered to sign in the name and on behalf of MSP and CSP¹: _____

Signature: _____

Dated: _____

¹ CSP Authorization Form to be included

Form: ELI-1.1

Bidder Information Form

Date: _____

IPC No. and title: _____

Page _____ of _____ pages

Bidder's name: _____
[insert full name]

Bidder's actual or intended year of constitution: _____
[indicate year of constitution]

Bidder's legal address (in country of constitution): _____
[insert street / number / town or city / country]

Bidder's authorized representative information:

Name: _____
[insert full name]

Address: _____

Telephone/Fax numbers: _____

Email address: _____

1. Attached are copies of original documents of:

- Certificate of Incorporation/Registration/Partnership deed.
- In case of State-owned enterprise or institution, in accordance with ITB 4.3, documents establishing:
 - Legal and financial autonomy;
 - Operation under commercial law;
 - Establishing that the Bidder is not a dependent agency of the Purchaser.

Note: This form is mandatory. Separate Forms and attachments are required for MSP and CSP if they are different entities.

Form:CON-2

Historical Contract Non-Performance, Pending Litigation and Litigation History

[to be completed by the Bidder]

Bidder's Name: *[insert full name]*

Date: *[insert day, month, year]*

IPC No. and title: *[insert IPC number and title]*

Page *[insert page number]* of *[insert total number]* pages

Non-Performed Contracts in accordance with Section III - Evaluation and Qualification Criteria

- Contract non-performance did not occur for either the CSP or the MSP since 1st January 2019 specified in Section III, Evaluation and Qualification Criteria, criterion 2.1.
- Contract(s) not performed for either the CSP or MSP since 1st January 2019 specified in Section III, Evaluation and Qualification Criteria, criterion 2.1, as indicated below:

Year	Non-performed portion of contract	Contract Identification	Total Contract Amount (INR)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Employer: <i>[insert full name]</i> Address of Employer: <i>[insert street / number / city of town / country]</i> Reason(s) for non-performance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>

Note: Pls submit the Information with sign and seal in this format only. Pls write NIL in the table if there are no non-performed contracts during the time period mentioned above. No other format shall be acceptable.

Pending Litigation, in accordance with Section III - Evaluation and Qualification Criteria

- No pending litigation for either the CSP or MSP in accordance with Section III, Evaluation and Qualification Criteria
- Pending litigation for either the CSP or MSP in accordance with Section III, Evaluation and Qualification Criteria as indicated below:

Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (INR)
<i>[insert year]</i>	<i>[insert amount]</i>	Contract Identification: <i>[Indicate complete contract name, number, and any other identification]</i> Name of Purchaser: <i>[Insert full name]</i> Address of Employer: <i>[Insert street / number / city of town / country]</i> Matter in dispute: <i>[Indicate main issues in dispute]</i> Party who initiated the dispute: <i>[Indicate "Purchaser" or "Contractor"]</i> Status of dispute: <i>[Indicate if it is being treated by the Adjudicator, under Arbitration or being dealt with by the Judiciary]</i>	<i>[insert amount]</i>
<i>[insert year]</i>	<i>[insert amount]</i>	<i>[insert amount]</i>
.....

Note: Pls submit the Information with sign and seal in this format only. Pls write NIL in the table if there are no pending litigation. No other format shall be acceptable.

Form: FIN - 3.1

Financial Situation and Performance

[to be filled by the Bidder]

Bidder's Name: [insert full name]

Date: [insert day, month, year]

IPC No. and title: [insert IPC number and title]

Page [insert page number] of [insert total number] pages

1. Financial data

Type of Financial information in Indian Rupee (INR) Equivalent	Historic information for previous Three (3) years (amount in INR equivalent)		
	2023-24	2022-23	2021-22
Statement of financial position (information from balance sheet)			
Total Assets (TA)			
Total Liabilities (TL)			
Total Equity/Net Worth (NW) = (TA-TL)			
Current Assets (CA)			
Current Liabilities (CL)			
Working Capital (WC)			
Information from income statement			
Total Revenue (TR)			
Profit before Taxes (PBT)			
Cash flow information			
Cash flow from operating activities			

2. Financial Parameters

Based on the above table, which is based on the corresponding years' balance sheets audited and certified by Chartered Accountant, the compliance requirements are stated below:

a) Average Liquidity Ratio for last 3 years:

Year	2023-24	2022-23	2021-22	Average
Liquidity Ratio(CA/CL)				

b) Net Worth for last 3 years:

Year	2023-24	2022-23	2021-22
Net Worth			

Note: This document should be certified by a Chartered Accountant. Information to be derived from audited balance sheets of corresponding years. No need to submit balance sheets or other financial statements at this stage.

Form FIN-3.2:

Average Annual Turnover

[to be filled by the Bidder as CSP and MSP separately]

Bidder's Name: [insert full name]

Date: [insert day, month, year]

IPC No. and title: [insert IPC number and title]

Page [insert page number] of [insert total number] pages

Year	Annual turnover data		
	Amount and currency ¹	Exchange rate	Indian Rupee (INR) equivalent
[Indicate financial year]	[insert amount and indicate currency, if different from INR, or else insert amount in INR]	[insert exchange rates used to calculate the INR equivalent or else insert "Not Applicable" (N/A)]	[insert INR equivalent]
2023-24			
2022-23			
2021-22			
		Average Annual Turnover²	

Note: These documents should be certified by a Chartered Accountant. Information to be derived from audited balance sheets of corresponding years. No need to submit balance sheets or other financial statements at this stage.

¹ The indicated turnover amounts must be identical as those appearing on the financial statements.

² See Section III, Evaluation and Qualification Criteria, criterion 3.2.

Form:EXP-4.1

Experience

Bidder's Name: [insert full name]

Date: [insert day, month, year]

IPC No. and title: [insert IPC number and title]

Page [insert page number] of [insert total number] pages

Similar Contract No. ___ <i>[insert specific number] of</i> <i>[total number of contracts]</i> _____ required	Mandatory Information	
Contract Identification:	_____	
Award Date:	_____	
Completion Date:	_____	
Role in Contract:	_____	
Total Contract Amount (inclusive of taxes):	_____ <i>[Insert total contract amount in INR]</i>	
If member was a JV, specify participation in total Contract amount:	_____ % <i>[Insert a percentage amount]</i>	_____ <i>[Insert total contract amount in INR]</i>
Purchaser's Name:	_____ <i>[Insert full name]</i>	
Purchaser's Address:	_____	
¹ Contact person:	_____	
Present Telephone numbers of contact person:	_____	
Present Email of Contact Person:	_____	

Please Note:

- *An abstract by the bidder showing that the bidder meets cumulative minimum value criterion.*
- *As a valid experience document, only this format (signed and sealed by authorized signatory) shall be accepted, no other formats or contract documents should be supplied in place of this.*
- *Documentary evidence supporting this form shall be the work order from the purchaser, no contract document needed at this stage.*
- *Work completion certificate for completed projects and Satisfactory Performance certificate for ongoing projects should also be supplied by the purchaser along with the ¹Contact Person details. The contact person mentioned above shall be contacted to verify the documents/communication within a specified time frame on email/phone during technical evaluation. No response/Late response/partial verification/False information shall lead to invalidation of bid.*
- *Separate experience forms and attachments like work orders/work completion/satisfactory performance documents to be furnished by the bidder for separate projects for both the MSP and CSP*

Note: Submission of all the above annexures is mandatory for the experience requirement to be acceptable.

Price Schedule Forms

*[The Bidder shall fill in these Price Schedule Forms in accordance with the instructions indicated. The list of line items in column 1 of the **Price Schedules** shall coincide with the List of Goods and Services specified by the Purchaser in the Schedule of Requirements.]*

Date: _____

IPC No: _____

Country of Origin of Cloud Service: _____

Page No ____ of ____

Price Schedule – Non-Consulting Services

1	2	3	4	5	6	7	8
					Specification Price		
Sr. No.	Description of Item(s)	Specifications	Unit	Minimum tentative quantity	Unit price (net of duties and applicable taxes)	Duties and other taxes payable per line item if Contract is awarded	Total price per service (net of duties and taxes for 3 years)
1	Virtual Machine Service (Physical Core to vCPU Ratio 1:1, 64 bit) with latest generation hardware	Physical Core (vCPU) =4 RAM =16 GB, Block Storage=250GB, Windows Server 2022	1 (Monthly)	1			
2		Physical Core (vCPU) =4 RAM =32 GB, Block Storage=250GB, Windows Server 2022	1 (Monthly)	3			
3		Physical Core (vCPU) =4, RAM =64 GB, Block Storage =250GB, Windows Server 2022	1 (Monthly)	1			
4		Physical Core (vCPU) =4, RAM =32 GB, GPU (vGPU)=1 Memory=16 (Nvidia T4 or RTX 6000+ series), Block Storage =250GB, Windows Server 2022	1 (Monthly)	1			
5		Physical Core (vCPU) =4, RAM =64 GB, GPU (vGPU)=1 Memory=16 (Nvidia T4 or RTX 6000+ series), Block Storage =250GB, Windows Server 2022	1 (Monthly)	1			
6*		vCPU	<i>Monthly per vCPU</i>	1			

6*(a)		<i>OS per unit (2 vCPUs)</i>	<i>Monthly per Unit</i>	1			
7*		<i>vGPU</i>	<i>Monthly per vGPU</i>	1			
8*		<i>Memory RAM</i>	<i>Monthly per GB</i>	1			
9*		<i>Block Storage, IOPS: 3000-5000</i>	<i>Monthly per GB</i>	1			
10	Public IPv4 Address			3			
11	NAT Gateway			1			
12	Site - to - Site VPN			1			
13(a)	Data going in to the private IP network		Monthly per GB	200 GB per month			
13(b)	Data going out from the private IP network		Monthly per GB	200 GB per month			
13(c)*	<i>Transfer In</i>		<i>Monthly per GB</i>	<i>1GB</i>			
13(d)*	<i>Transfer Out</i>		<i>Monthly per GB</i>	<i>1GB</i>			
14	Application Load Balancer	Throughput: 1 Gbps, with 5,000 Requests per second	1 (Monthly)	1			
15	Web Application Firewall (WAF)	Throughput: 1 Gbps, with 5,000 Requests per second	1 (Monthly)	1			
16	Network Firewall	Firewall shall be provided as part of minimum CSP security services necessary for hosting of the applications. Following features are required:	1 (Monthly)	1			

		<ul style="list-style-type: none"> • Stateful Inspection Firewall Inbound and Outbound • Intrusion Prevention System/IDS • User Identity Acquisition • Application Control and URL filtering • Anti – Bot and Anti – Virus • Threat Emulation (Sandboxing) • Threat Extraction (scrubbing) • Anti – Spam and Email Security • IPSec VPN • Data Loss Prevention • Mobile Access • Logging and Status • Event Correlation and Reporting • Real-Time Prevention-unknown malware patient-0 in web browsing • Real-Time Prevention-unknown malware patient-0 in email • Detect C&C traffic according to dynamic ip/url reputation • Sandbox and extract files embedded in documents • scan documents containing URLs 					
17	DDoS Protection	Throughput: 1 Gbps, with 5,000 Requests per second	1(Monthly)	1			
18	Antivirus	Antivirus with HIPS	1 (Monthly)	7			
19	Email Gateway (SMTP)		Lumpsum	1 lakh emails (per year)			
20	SMS Gateway		Lumpsum	1 lakh SMS (per year)			
21	SSL (wild card)		1	1			

22	Domain name		1	1			
23	Cost towards Support from the Bidder	Interface with the CSP on behalf of the Department / Agency for all activities(provision of managed services, monitoring/reporting services, connectivity with DC/DR, incidents, cost optimization etc.) as per MSP guidelines defined by MeitY.	1(Monthly)	1			
24	Exit Management Cost (termination or closure)		Lumpsum	1			
25	Cost for Disaster Recovery (Backup and Restore) Services meeting the RPO / RTO requirements		1(Monthly)	1			
Total Price (INR)						Taxes	Bid price

Note:

- Mentioned specification are expected to be operational throughout the three-year period.
- **The items marked*(item nos. 6,6(a),7,8,9, 13(c) and 13(d)) shall not be part of the Bid Price but sought as fixed unit prices for 3-year period for flexibility to scale up or scale down as per the actual workload.**
- Any additional specifications required may be utilized as per need basis and **invoices shall be raised quarterly on pay as you go model.**
- The bidders need to quote for the provided specifications. The tender will be evaluated based on the bid price quoted against these specifications.

Name of Bidder [insert complete name of Bidder]

Signature of Bidder [signature of person signing the Bid]

Date [insert date]

Form for Bid Security

Bank Guarantee

Beneficiary: _____

Invitation for Bids No.: _____

Date: _____

Bid Guarantee No.: _____

Guarantor: _____

We have been informed that _____ (hereinafter called "**the Bidder**") has submitted or will submit to the Beneficiary its bid (hereinafter called "**the Bid**") for the execution of _____ [*IPC Name*] under Invitation for Bids No. _____ ("**the IFB**").

Furthermore, we understand that, according to the Beneficiary's conditions, Bids must be supported by a Bid guarantee.

At the request of the Bidder, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of INR _____ (Indian Rupees _____ only) upon receipt by us of the Beneficiary's first demand, supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying or identifying the demand, stating that either the Bidder:

- a) Has withdrawn its Bid during the period of Bid validity set forth in the Bidder's Letter of Bid ("the Bid Validity Period"), or any extension thereto provided by the Bidder; or
- b) Having been notified of the acceptance of its Bid by the Beneficiary during the Bid Validity Period or any extension thereto provided by the Bidder, (i) has failed to execute the contract agreement, or (ii) has failed to furnish the performance security, in accordance with the Instructions to Bidders ("**ITB**") of the Beneficiary's Bidding Documents.

This guarantee will expire:

- a) if the Bidder is the successful Bidder, upon our receipt of copies of the contract agreement signed by the Bidder and the performance security issued to the Beneficiary in relation to such contract agreement; or
- b) if the Bidder is not the successful Bidder, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Bidder of the results of the bidding process; or (ii) twenty-eight days after the end of the Bid Validity Period.

Consequently, any demand for payment under this guarantee must be received by us at the office indicated above on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758.

_____ [*Signature(s)*]

Cloud Service Provider's (CSP) Authorization

[The Bidder shall require the CSP to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the CSP and should be signed by a person with the proper authority to sign documents that are binding on the CSP. The Bidder shall include it in its bid.]

Date: *[insert date (as day, month and year) of Bid Submission]*

IPC No.: *[insert number of bidding process]*

Alternative No.: *[insert identification No if this is a Bid for an alternative]*

To: *[insert complete name of Purchaser]*

WHEREAS

We *[insert complete name of CSP]*, who are official cloud service provider of *[insert type of cloud services]*, having DC/DRs at *[insert full address of DC/DRs]*, do hereby authorize *[insert complete name of Bidder/MSP]* to submit a bid and provide necessary information, documents, undertakings and compliances on our behalf the purpose of which is to provide the following cloud services, provided by us:

[insert name and or brief description of the cloud services],

and to subsequently authorize the bidder to negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with Clause 28 of the General Conditions of Contract, with respect to the Services offered by the above firm. We further certify that the cloud services provided by us meet the technical specifications and SLA requirements as mentioned in the section VII Schedule of Requirements of the bidding document.

Signed: *[insert signature(s) of authorized representative(s) of the CSP]*

Name: *[insert complete name(s) of authorized representative(s) of the CSP]*

Title: *[insert title]*

Dated on _____ day of _____, _____ *[insert date of signing]*

Note: Only this format is acceptable for CSP authorization. No other format shall be acceptable.

Section V – Eligibility Criteria

Eligibility in AFD-Financed Procurement (applicable to both CSP and MSP)

1. Financing allocated by AFD to a Contracting Authority has been entirely untied since 1st January 2002. To the exception of any equipment or any sector which is subject to an embargo by the United Nations, the European Union or France, all goods, works, plants, consulting services and non-consulting services are eligible for AFD financing regardless of the country of origin of the supplier, contractor, subcontractor, consultant or subconsultant inputs or resources used in the implementation processes. The Contracting Authority means the Purchaser, the Employer, the Client, as the case may be, for the procurement of goods, works, plants, consulting services or non-consulting services.
2. Natural or legal Persons¹ (including all members of a joint venture or any of their suppliers, contractors, subcontractors, consultants or subconsultants) shall not be awarded an AFD-financed contract if, on the date of submission of an application, a bid or a proposal, or on the date of award of a contract, they:
 - 2.1 Are bankrupt or being wound up or ceasing their activities, are having their activities administered by the courts, have entered into receivership, or are in any analogous situation arising from a similar procedure;
 - 2.2 Have been:
 - a) convicted, within the past five years by a court decision, which has the force of res judicata in the country where the contract is implemented, of fraud, corruption or of any other offense committed during a procurement process or performance of a contract, unless they provide supporting information together with their Statement of Integrity (Form available as Appendix to the Application, Bid or Proposal Submission Form) which shows that this conviction is not relevant in the context of the Contract;
 - b) subject to an administrative sanction within the past five years by the European Union or by the competent authorities of the country where they are constituted, for fraud, corruption or for any other offense committed during a procurement process or performance of a contract, unless they provide supporting information together with their Statement of Integrity (Form available as Appendix to the Application, Bid or Proposal Submission Form) which shows that this sanction is not relevant in the context of the Contract;
 - c) convicted, within the past five years by a court decision, which has the force of res judicata, of fraud, corruption or of any other offense committed during the procurement process or performance of an AFD-financed contract;
 - 2.3 Are listed for financial sanctions by the United Nations, the European Union and/or France for the purposes of fight-against-terrorist financing or threat to international peace and security;
 - 2.4 Have been subject within the past five years to a contract termination fully settled against them for significant or persistent failure to comply with their contractual obligations during contract performance, unless this termination was challenged, and dispute resolution is still pending or has not confirmed a full settlement against them;
 - 2.5 Have not fulfilled their fiscal obligations regarding payments of taxes in accordance with the legal provisions of either the country where they are constituted or the Contracting Authority's country;
 - 2.6 Are subject to an exclusion decision of the World Bank and are listed on the website <http://www.worldbank.org/debarr>, unless they provide supporting information together with their Statement of Integrity (Form available as Appendix to the Application, Bid or Proposal Submission Form) which shows that this exclusion is not relevant in the context of the Contract;
 - 2.7 Have created false documents or committed misrepresentation in documentation requested by the Contracting Authority as part of the procurement process of the Contract.
3. State-owned entities may compete only if they can establish that they (i) are legally and financially autonomous, and (ii) operate under commercial law. To be eligible, a state-owned entity shall establish to AFD's satisfaction, through all relevant documents, including its Charter and other information AFD may request, that it: (i) is a legal entity separate from their state (ii) does not currently receive substantial subsidies or budget support; (iii) operates like any commercial enterprise, and, inter alia, is not obliged to pass on its surplus to their state, can acquire rights and liabilities, borrow funds and be liable for repayment of its debts, and can be declared bankrupt.

¹ Means any Person whether natural or legal, firm, company, corporation, government, state or state agency or any association, or group of two or more of the foregoing (whether or not having separate legal status).

Section VI –AFD Policy – Corrupt and Fraudulent Practices - Environmental and Social Responsibility

(Applicable to both CSP and MSP)

1. Corrupt and Fraudulent Practices

The Contracting Authority and the suppliers, contractors, subcontractors, consultants or subconsultants must observe the highest standard of ethics during the procurement process and performance of the contract. The Contracting Authority means the Purchaser, the Employer, the Client, as the case may be, for the procurement of goods, works, plants, consulting services or non-consulting services.

By signing the Statement of Integrity the suppliers, contractors, subcontractors, consultants or subconsultants declare that (i) “it did not engage in any practice likely to influence the contract award process to the Contracting Authority’s detriment, and that it did not and will not get involved in any anti-competitive practice”, and that (ii) “the procurement process and the performance of the contract did not and shall not give rise to any act of corruption or fraud”.

Moreover, AFD requires including in the Procurement Documents and AFD-financed contracts a provision requiring that suppliers, contractors, subcontractors, consultants or subconsultants will permit AFD to inspect their accounts and records relating to the procurement process and performance of the AFD-financed contract, and to have them audited by auditors appointed by AFD.

AFD reserves the right to take any action it deems appropriate to check that these ethics rules are observed and reserves, in particular, the rights to:

- a) Reject a proposal for a contract award if it is established that during the selection process the bidder or consultant that is recommended for the award has been convicted of corruption, directly or by means of an agent, or has engaged in fraud or anti-competitive practices in view of being awarded the Contract;
- b) Declare mis-procurement when it is established that, at any time, the Contracting Authority, the suppliers, contractors, subcontractors, consultants or subconsultants their representatives have engaged in acts of corruption, fraud or anti-competitive practices during the procurement process or performance of the contract without the Contracting Authority having taken appropriate action in due time satisfactory to AFD to remedy the situation, including by failing to inform AFD at the time they knew of such practices.

AFD defines, for the purposes of this provision, the terms set forth below as follows:

- a) Corruption of a Public Officer means:
 - The act of promising, offering or giving to a Public Officer, directly or indirectly, an undue advantage of any kind for himself or for another Person¹ or entity, for such Public Officer to act or refrain from acting in his official capacity; or
 - The act by which a Public Officer solicits or accepts, directly or indirectly, an undue advantage of any kind for himself or for another Person or entity, for such Public Officer to act or refrain from acting in his official capacity.
- b) A Public Officer shall be construed as meaning:
 - Any person who holds a legislative, executive, administrative or judicial mandate (within the country of the Contracting Authority) regardless of whether that natural Person was nominated or elected, regardless of the permanent or temporary, paid or unpaid nature of the position and regardless of the hierarchical level the natural Person occupies;
 - Any other natural Person who performs a public function, including for a State institution or a State-owned company, or who provides a public service;
 - Any other natural Person defined as a Public Officer by the national laws of the country of the Contracting Authority.
- c) Corruption of a Private Person² means:

¹ Means any Person whether natural or legal, firm, company, corporation, government, state or state agency or any association, or group of two or more of the foregoing (whether or not having separate legal status).

² Means any natural Person other than a Public Officer.

- The act of promising, offering or giving to any Private Person, directly or indirectly, an undue advantage of any kind for himself or for another Person or entity, for such Private Person to perform or refrain from performing any act in breach of its legal, contractual or professional obligations; or;
 - The act by which any Private Person solicits or accepts, directly or indirectly, an undue advantage of any kind for himself or for another Person or entity, for such Private Person to perform or refrain from performing any act in breach of its legal, contractual or professional obligations.
- d) Fraud means any dishonest conduct (act or omission), whether or not it constitutes a criminal offence, deliberately intended to deceive others, to intentionally conceal items, to violate or vitiate consent, to circumvent legal or regulatory requirements and/or to violate internal rules in order to obtain illegitimate profit.
- e) Anti-competitive practices mean:
- Any concerted or implied practices which have as their object or effect the prevention, restriction or distortion of competition within a marketplace, especially where they (i) limit access to the marketplace or free exercise of competition by other undertakings, (ii) prevent free, competition-driven price determination by artificially causing price increases or decreases, (iii) restrict or control production, markets, investments or technical progress; or (iv) divide up market shares or sources of supply;
 - Any abuse by one undertaking or a group of undertakings which hold a dominant position on an internal market or on a substantial part of it;
 - Any practice whereby prices are quoted or set unreasonably low, the object of which is to eliminate an undertaking or any of its products from a market or to prevent it from entering the market.

2. Social and Environmental Responsibility

In order to promote sustainable development, AFD seeks to ensure that internationally recognized environmental and social standards are complied with. Suppliers, contractors, subcontractors, consultants or subconsultants for AFD-financed contracts shall consequently undertake in the Statement of Integrity to:

- a) Comply with and ensure that all their subcontractors or subconsultants comply with international environmental and labour standards, consistent with applicable law and regulations in the country of implementation of the contract, including the fundamental conventions of the International Labour Organization (ILO) and international environmental treaties;
- b) Implement environmental and social risks mitigation measures when specified in the environmental and social management plan (ESMP) provided by the Contracting Authority.

PART 2 – Supply Requirements

Section VII - Schedule of Requirements

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1.Scope of Work, List of Services and Delivery Schedule

Introduction

The Assam Project on Forest and Biodiversity Conservation Society (APFBCS) is dedicated to conserving nature for healthier ecosystems and happier communities. To support this mission, System Integrator is developing several key applications, including the Forest Management Information System (FMIS) and the Plantation Management Information System (PMIS) integrated GIS applications along with mobile app. These applications are critical for optimizing day-to-day forest protection, wildlife monitoring, day-to-day administration, provisioning of goods and services to the public, human resource management, and community-related activities of the Assam Forest Department. The project is presently being implemented through a System Integrator(SI).

Given the scope and importance of these applications, APFBCS is seeking a reliable cloud service provider to host these applications and ensure their optimal performance, security, and scalability. Ensure the CSP offers robust infrastructure and support for the technologies used in the project (such as, Enterprise GIS, .net frameworks, SQL Server, React JS, API/micro services, data processing pipelines, AL/ML libraries and GPU).

Overview of Applications

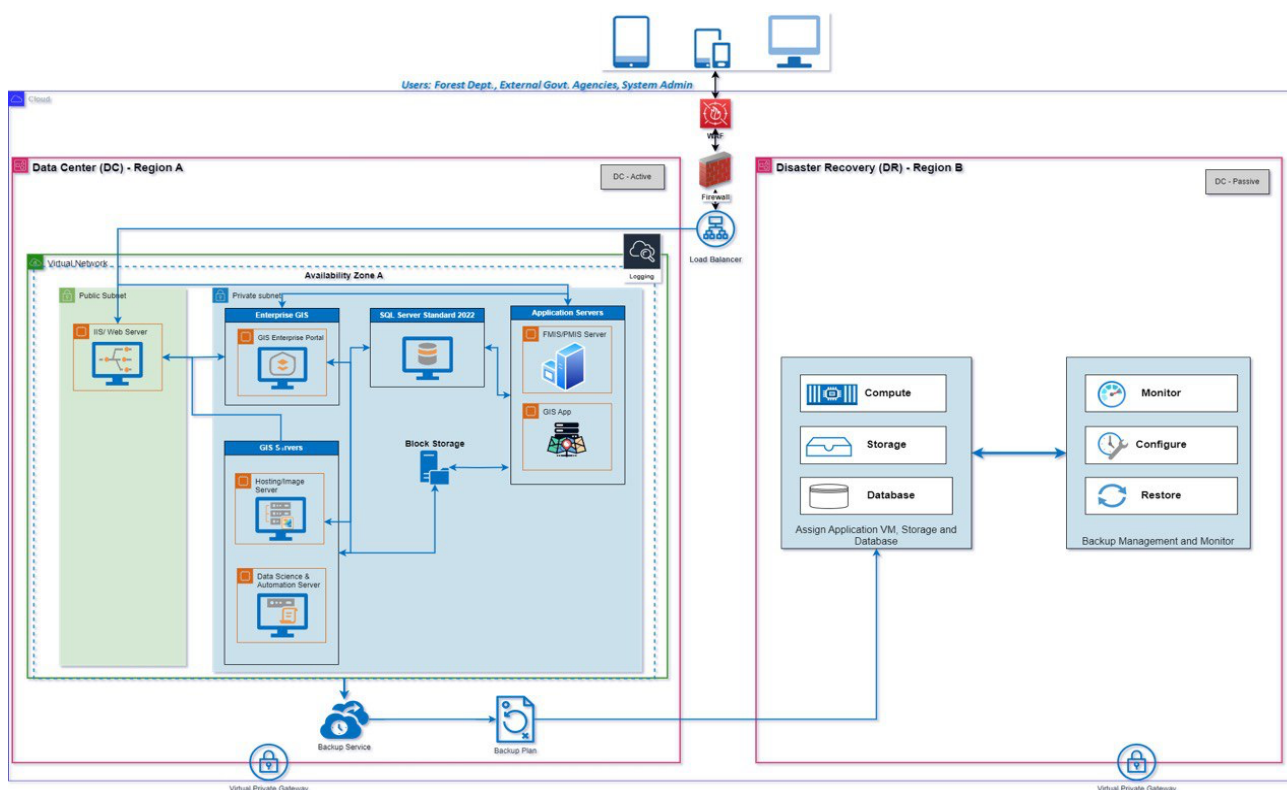
FMIS application: Web based FMIS application applications will support the decision-making process for forest management and protection activities through visualization analytics and reporting. This acts as a core platform solution comprising of 21 modules to support the location enabled planning, implementation and monitoring of multi-objective forest management and administration activities.

This also includes:

- Integrated **Mobile apps** to collect data from field inspections and vigilance such as offence, GIS based flora and fauna resource assessment and change detection, PMIS (Plantation Management Information System), mitigating wildlife poaching threats, encroachment/eviction status with real-time and offline map and syncing capabilities.
- Geospatial applications will be hosted on Enterprise GIS Server software with distributed architecture.

Departmental Dashboards: The Dashboard analytics platform- comprising of applications to bring insights through KPI's for decision making at management level. Geospatial integral is key component of FMIS and assists in decision-making process for forest management activities through visualization analytics and reporting. This would also include the use of AI/ML open-source libraries for feature detection and extraction for gaining insights from satellite and drone imagery.

Proposed Physical Architecture: Following is the proposed physical architecture for deployment of applications



Scope of Work for Cloud Services Hosting Project

1. **Infrastructure Provisioning & Setup:**
 - Provision and configure scalable and secure cloud resources based on the technical specifications mentioned in Section VII to host FMIS, PMIS, GIS and related applications.
 - Ensure availability, disaster recovery, and auto-scaling capabilities (horizontal as well as vertical) as required.
2. **Security and Compliance:**
 - Implement robust security measures as required
 - Ensure compliance with relevant data privacy laws and industry standards.
 - Conduct regular security audits and vulnerability assessments.
3. **Application Deployment and Management:**
 - System Integrator (SI) team will work in close coordination with MSP for deployment of FMIS, PMIS, GIS and other applications efficiently on IaaS support provided by CSP.
 - Provide support for testing, installation and hosting issues.
4. **Monitoring and Maintenance:**
 - Set up comprehensive monitoring tools to track the performance and availability of cloud resources and applications.
 - Provide ongoing maintenance, including regular updates, patches, and backups.
 - Offer 24/7 helpdesk support for incident management and resolution.
 - Publish monthly reports on the maintenance and support
5. **Cost Management (MSP):**
 - Implement cost optimization strategies to manage and reduce cloud resource expenses.
 - Regularly review resource allocations to ensure cost-efficiency.
6. **Service Level Agreements (SLAs):**
 - Agree and monitor SLAs to ensure guaranteed uptime, performance, and support levels from the cloud service provider.
 - Address any SLA breaches promptly to maintain service quality.

This scope of work aims to ensure seamless cloud hosting, providing the necessary DC-DR infrastructure and support to enhance the operational capabilities of the APFBCS applications.

The successful Bidder may be expected to prepare for onsite hosting of Geospatial Enterprise application and web FMIS, PMIS and Portal applications integrated with GIS, drone and mobile app catering to day-to-day activities of Forest department.

MSP and CSP shall adhere to various MSP/CSP guidelines defined by MeitY for cloud service provisioning to government departments.

Note:

1. Unless otherwise stipulated in the Contract, the Scope of Work shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for comprehensive, successful and satisfactory implementation of the Solution as if such items were expressly mentioned in the Contract.
2. All related services to be performed under the Scope of Work shall first be documented, detailed, designed, and specified for approval of the Purchaser. The cloud service provider shall commence implementation of the Solution only after written dispatch approval/ clearance of the Purchaser.

List of Services and Delivery Schedule

(Declaration below to be signed and submitted with Technical Bid)

[The bidder shall fill against these items the prices in the Price Schedule (Section IV). The services are to be provided for a period of 3 years from the operational acceptance of the system by the APFBCS]

					Specifications		
S. No.	Name / Product / Solution	OS/ Name	Minimum tentative quantity	Physical Core: vCPU (1:1)	RAM (in GB) per machine	GPU Memory	Block Storage
1	Virtual Machine Service (Physical Core to vCPU Ratio 1:1, 64 bit) with latest generation hardware	Windows Server 2022	1	4	16		250
2			3	4	32		250
			1	4	64		250
3			1	4	32	16	250
4			1	4	64	16	250

S. No.	Name / Product / Solution	Minimum tentative quantity	Specifications
5	Public IPv4 Address	3	
6	NAT Gateway	1	
7	Site - to - Site VPN	1	
8	Data Transfer In	1	200 GB per month
9	Data Transfer Out	1	200 GB per month
10	Application Load Balancer	1	1 Gbps, with estimated 5,000 Requests per second
11	Web Application Firewall	1	1 Gbps, with estimated 5,000 Requests per second

12	Network Firewall	1	<p>Firewall should be provided as part of minimum CSP security services necessary for hosting of the applications. Following features are required:</p> <ul style="list-style-type: none"> • Stateful Inspection Firewall Inbound and Outbound • Intrusion Prevention System /IDS • User Identity Acquisition • Application Control and URL filtering • Anti – Bot and Anti – Virus • Threat Emulation (Sandboxing) • Threat Extraction (scrubbing) • Anti – Spam and Email Security • IPSec VPN • Data Loss Prevention • Mobile Access • Logging and Status • Event Correlation and Reporting • Real-Time Prevention-unknown malware patient-0 in web browsing • Real-Time Prevention-unknown malware patient-0 in email • Detect C&C traffic according to dynamic ip/url reputation • Sandbox and extract files embedded in documents • scan documents containing URLs <p>Throughput: 1 Gbps, with 5,000 Requests per second</p>
13	DDoS Protection	1	Throughput: 1 Gbps, with 5,000 Requests per second
14	Antivirus (client)	7	
15	Email Gateway (SMTP)	1	1 lakh emails (per year)triggered based on the status/events defined in the application workflow.
16	SMS Gateway	1	1 lakh SMS (per year)triggered based on the status/events defined in the application workflow.
17	SSL Certificate (wild card)	1	
18	Domain name	1	
19	Support from the Bidder	1	MSP will interface with CSP on behalf of the Department/ Agency for all activities(provision of managed services, monitoring/reporting services, connectivity with DC/DR, incidents, cost optimisation etc.) as per MSP guidelines defined by MeitY.
20	Exit Management(termination or closure)	1	
21	Disaster Recovery (Backup and Restore) services meeting the RPO / RTO requirements	1	Backup and Restore services

General Conditions applicable to Bidder:

- Mentioned specification are expected to be operational throughout the three-year period.
- The bidders cloud platform must offer auto scale capability.
- SQL Server 2022 Standard Edition shall be deployed in BYOL model/support
- Load Balancer and Web application firewall shall be deployed for web-facing application by bidder
- Business Continuity: DR (Backup and Restore) in separate seismic zone with a daily incremental back-up is sought, hence deriving from there RPO <4hrs and RTO< 2hrs.
- Bidder should offer persistent block level storage volumes for use with compute instances.
- Bidder should support NVMe backed storage media that offer single digit millisecond latencies.
- Bidder should ensure that the SLA's are strictly adhered to.

Declaration by the Bidder:

We declare that we have understood the scope of work of the cloud hosting services, the requirements and general conditions under the list of services and delivery schedule and are able to provide all the services listed above at the desired specifications and as per the SLA requirements mentioned in Service Level agreement and penalties section of this schedule of requirements.

Seal and Signature of the Bidders' Authorized Representative

3. TECHNICAL SPECIFICATIONS FOR CLOUD SERVICES

(Declaration to be signed and submitted with Technical Bid)

S.No.	Cloud Services Specification Check List	Compliance (Yes/No)
1	The CSP has options for the Virtualized Cloud Server Instances on X64 Platform	
2	CSP's platform allows horizontal scaling of the instances without any outage.	
3	CSP's platform provides a maintenance window as allowed for vertical scale-up of VM to specify and modify server configuration (CPU, memory, storage parameters.)	
4	The cloud service provider has two TIER III MEITY Empaneled data centers in India with a minimum distance of 100 Kms between them and they are in two different seismic zone.	
5	CSP has a robust, fault-tolerant infrastructure with enterprise-grade SLAs with an assurance of uptime of >=99.9%	
6	The CSP supports standard hypervisors i.e. KVM/Microsoft Hyper-V/ VMware	
7	CSP has dedicated hosts for Virtual machine instances	
8	CSP supports various enterprise Linux and Windows distributions.	
9	Cloud supports the ability to take an existing running instance or a copy of an instance and export the instance into a custom image format.	
10	CSP provides the cloud-native tools to monitor the performance of IT setup including the compute, memory, disk, bandwidth, and provisioned services.	
11	Cloud Service supports sharing of backups/snapshots across regions making it easier to leverage multiple regions for geographical expansion, data center migration, and disaster recovery.	
12	CSP supports an extremely low-cost storage service that provides durable storage with security features for data archiving and backup.	
13	CSP has in place data retention and exit management policies conforming to the SLA	
14	CSP has helpdesk for call / ticket recording, has a well-defined escalation matrix and mutually agreed upon service levels	
15	CSP will provide the relevant managed services for the Cloud IaaS provided with details clearly mentioning the inclusions and exclusions	
16	**CSP will submit an unpriced BoM /BoQ clearly mentioning the component details of the IaaS platform they are providing as a part of their technical write up / Data Sheet.	

Note:

- All the items of the checklist shall individually be complied to and accepted by the CSP.
- Non-compliance of any item in the above checklist will lead to technical disqualification of the bid.
- False representation of the above information and related compliance, whenever discovered, will lead to penalties and/or termination of the contract/rejection of the bid.

**** This must be provided separately.**

Declaration by the Bidder:

We declare that we are in conformity with all the above-mentioned cloud services specifications requirements.

Seal and Signature of the Bidders' Authorized Representative

3. Drawings

(This Bidding Documents includes no drawings)

4. Inspections and Tests

4.1 The following inspections and tests shall be performed post-delivery for operational acceptance of the system:

1. The Bidder shall at its own expense and at no cost to APFBCS carry out all such tests and/or inspections to ensure that the Related Services are complying with the functional parameters and standards as specified in the Section VII, to the satisfaction of APFBCS.
2. The Bidder shall provide APFBCS with a report of the results of any such test and/or inspection.
3. APFBCS may reject any Related Services or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Bidder shall rectify such related services or parts thereof or make alterations necessary to meet the specifications at no cost to APFBCS and shall repeat the test and/or inspection, at no cost to APFBCS.

5. Service Level Agreement and Penalties

5.1 Measurement, Monitoring and Review of SLA

1. The SLA parameters shall be monitored on quarterly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of APFBCS or an agency (ex. System Integrator) designated by them, then APFBCS will have the right to take services from another Cloud Service Provider at the cost of existing Cloud Service Provider or/and termination of the contract.
2. The full set of service level reports should be available to APFBCS on monthly basis or based on the project requirements.
3. The real-time monitoring dashboard shall play a critical role in monitoring the SLA compliance and hence will have to be customized accordingly. The bidder shall make available the Monitoring dashboard for measuring and monitoring the SLAs. The bidder may deploy additional tools and develop additional scripts (if required) for capturing the required data for alert generation (notifications when parameters cross thresholds), log generation, and monthly SLA report generation in an automated way. The tools should generate the SLA Monitoring report in the end of every month which is to be shared with the APFBCS monthly. APFBCS shall have full access to the Monitoring Tools/Dashboard (and any other tools/solutions deployed for SLA measurement and monitoring) to extract data (raw, intermediate as well as reports) as required during the project. APFBCS and/or its nominated agency will also audit the tool and the scripts on a regular basis.
4. The measurement methodology/criteria/logic will be reviewed by APFBCS
5. In case of default on any of the service level metric, the bidder shall submit performance improvement plan along with the root cause analysis for APFBCS's approval.
6. During the contract period, it is envisaged that there could be changes to the SLA, in terms of measurement methodology/logic/criteria, addition, alteration or deletion of certain parameters, based on mutual consent of both the parties, i.e. APFBCS and the bidder.
7. APFBCS and bidder shall each ensure that the range of the Services under the SLA shall not be varied, reduced or increased except by the prior written agreement of APFBCS and the Cloud Service Provider in accordance with the Change Control Schedule.
8. The SLAs may be reviewed on an annual basis by the Department in consultation with the Service Provider and other agencies.
9. All the SLA penalty calculation should be done for the mentioned calendar month.

5.2 Penalties

1. The payment shall be linked to compliance with the SLA metrics.
2. The penalty, expressed as a percentage of the quarterly Payment, is indicated against each SLA parameter in the SLA table.
3. Penalties shall not exceed 100% of the quarterly bill.
4. If the penalties exceed more than 50% of the total quarterly bill, it will result in a material breach. In case of a material breach, the bidder shall be given a cure period of one month to rectify the breach, failing which APFBCS may issue a notice of termination of contract to the bidder.
5. The Service provider will be exempted from any delays or slippages on SLA parameters arising out of following reasons: -
 - i. The non-compliance to the SLA other than for reasons beyond the control of the Service Provider. Any such delays will be notified in writing to the department and will not be treated as breach of SLA from the Service provider's point of view.
 - ii. There is a force majeure event effecting the SLA which is beyond the control of the Service Provider.

5.3 SLA Table

Sl. No.	Service Level Objective	Definition	Target	Penalty
Availability				
1	Availability of each cloud service (Applicable for all Cloud Service as defined in Cloud Services Bouquet)	<p>Availability means, the aggregate number of hours in a calendar month during which cloud service is actually available for use through command line interface, user/admin portal and API's (which ever applicable)</p> <p>Uptime Calculation for the calendar month:</p> $\left\{ \left[\frac{\text{Uptime Hours in the calendar month} + \text{Scheduled Downtime in the calendar month}}{\text{Total No. of Hours in the calendar month}} \right] \times 100 \right\}$	Availability for each of the cloud service $\geq 99.5\%$	<p>Penalty as indicated below (per occurrence):</p> <ul style="list-style-type: none"> a) $< 99.5\%$ to $\geq 99.00\%$ - 10% of Quarterly Payment of the Project b) $< 99.00\%$ to $\geq 98.50\%$ - 15% of Quarterly Payment of the Project c) $< 98.50\%$ to $\geq 98.00\%$ - 20% of Quarterly Payment of the Project d) $< 98\%$ - 30% of the Quarterly Payment of the Project <p>In case the services are not available for a continuous period of 8 Business Hours on any day, penalty shall be 100% of the Quarterly Payment of the Project.</p>
2	<p>Availability of Critical Services (As defined below)</p> <p>*This SLA shall not be applicable when the associated cloud service as mentioned in SLA#1 above is not available/up.</p>	<p>Availability means, the aggregate number of hours in any specified time-period during which the critical service is actually available for use through command line interface, user/admin portal and API's (which ever applicable)</p> <p>Uptime Calculation for the calendar month:</p> $\left(\frac{\text{Uptime Hours in the calendar month} + \text{Scheduled Downtime in the calendar month}}{\text{Total No. of Hours in the calendar month}} \right) \times 100$	Availability for each of the critical service $\geq 99.5\%$	<p>Penalty as indicated below (per occurrence):</p> <ul style="list-style-type: none"> a) $< 99.5\%$ to $\geq 99.00\%$ - 5% of Quarterly Payment of the Project b) $< 99.00\%$ to $\geq 98.50\%$ - 10% of Quarterly Payment of the Project c) $< 98.50\%$ to $\geq 98.00\%$ - 15% of Quarterly Payment of the Project d) $< 98\%$ - 20% of the Quarterly Payment of the Project <p>In case the services are not available for a continuous period of</p>

Sl. No.	Service Level Objective	Definition	Target	Penalty
				8 Business Hours on any day, penalty shall be 100% of the Quarterly Payment of the Project.
3	Availability of regular reports (SLA, Cloud Services Consumption, Monitoring, Billing and Invoicing, Security, & Project Progress)	Regular reports should be submitted to the APFBCS within 5 working days from the end of the month.	Regular reports should be submitted to the APFBCS within 5 working days from the end of the month.	Penalty as indicated below (per occurrence): a) <11 working days to >= 6 working days - 2% of Quarterly Payment for the Project b) <16 working days to >= 11 working days - 4% of Quarterly Payment for the Project For the delay beyond 15 days, penalty of 5% of the Quarterly Payment for the Project
4	Availability of the Cloud Management Portal of CSPs	Availability means the aggregate number of hours in a calendar month during which, cloud management portal of CSP is actually available for use. Uptime Calculation for the calendar month: {[(Uptime Hours in the calendar month + Scheduled Downtime in the calendar month) / Total No. of Hours in the calendar month] x100}	Availability of the Cloud Management Portal of CSP >=99.5%	Penalty as indicated below (per occurrence): a) <99.5% to >=99.00% - 10% of Quarterly Payment of the Project b) <99.00% to >=98.50% - 15% of Quarterly Payment of the Project c) <98.50% to >=98.00% - 20% of Quarterly Payment of the Project d) <98% - 30% of the Quarterly Payment of the Project In case the Cloud Management Portal of the CSP is not available for a continuous period of 8 Business Hours on any day, penalty shall be 50% of the Quarterly Payment of the Project.

Sl. No.	Service Level Objective	Definition	Target	Penalty
Performance				
5	Provisioning of new Virtual Machine	<p>Time to provision new Virtual Machine(up to64core)</p> <p>Measurement shall be done by analyzing the log files</p>	95%within5 minutes	<p>Penalty as indicated below (per occurrence):</p> <p>a) <95%to >=90.00% -5%of Quarterly Payment of the Service</p> <p>b) <90%to>=85.0% -10%of Quarterly Payment of the Service</p> <p>c) <85%to >=80.0% -15%of Quarterly Payment of the Service</p> <p>d) <80% - 20% of the Quarterly Payment of that Service</p>
6	Spinning up the Block Storage	<p>Time to spin up to 100 GB Block Storage and attach it to the running VM</p> <p>Measurement shall be done by analyzing the log files</p>	98%within15minutes	<p>Penalty as indicated below (per occurrence):</p> <p>a) <98% to >=95.00%-5%of Quarterly Payment of the Service</p> <p>b) <95%to>=90.0% -10%of Quarterly Payment of the Service</p> <p>c) <90%to >=85.0%-15%of Quarterly Payment of the Service</p> <p>d) <85% - 20% of the Quarterly Payment of that Service</p>
7	Usage metric for all Cloud Services	<p>The usage details for all the Cloud Service should be available within15mins of actual usage</p> <p>Measurement shall be done by analyzing the log files and Cloud Service (API)reports.</p>	Nomorethan15minuteslagbetween usage and Cloud Service (API) reporting, for99% of Cloud Services consumed by the APFBCS	<p>Penalty as indicated below (per occurrence):</p> <p>a) <99%to >=95.00% -1%of Quarterly Payment of the Project</p> <p>b) <95%to >=90.0%-2%of Quarterly Payment of the Project</p> <p>c) <90%to >=85.0% -3% of Quarterly Payment of the Project</p> <p>d) <85% - 5% of the Quarterly Payment of that Project</p>

Sl. No.	Service Level Objective	Definition	Target	Penalty
8	Usage cost for all Cloud Service	<p>The cost details associated with the actual usage of all the Cloud Service should be available within 24 Hrs of actual usage</p> <p>Measurement shall be done by analyzing the log files and Cloud Service (API) reports and Invoices</p>	No more than 24 Hrs. of lag between availability of cost details and actual usage, for 99% of Cloud Services consumed by the APFBCS	<p>Penalty as indicated below (per occurrence):</p> <p>a) <99% to >=95.00% -1% of Quarterly Payment of the Project</p> <p>b) <95% to >=90.0% -2% of Quarterly Payment of the Project</p> <p>c) <90% to >=85.0% -3% of Quarterly Payment of the Project</p> <p>d) <85% - 5% of the Quarterly Payment of that Project</p>
Security				
9	Percentage of timely vulnerability reports	<p>Percentage of timely vulnerability reports shared by CSP/MSP with APFBCS within 5 working days of vulnerability identification.</p> <p>Measurement period is calendar month.</p>	Percentage of timely vulnerability reports shared with APFBCS within 5 working days of vulnerability identification >= 99.95%	<p>Penalty as indicated below (per occurrence):</p> <p>a) <99.95% to >= 99.00% - 10% of Quarterly Payment for the Project</p> <p>b) <99.00% to >= 98.00% - 20% of Quarterly Payment for the Project</p> <p>c) <98% - 30% of Quarterly Payment for the Project</p>
10	Percentage of timely vulnerability corrections	<p>Percentage of timely vulnerability corrections performed by CSP/MSP.</p> <p>High Severity - Perform vulnerability correction within 30 days of vulnerability identification.</p> <p>Medium Severity - Perform vulnerability correction within 60 days of vulnerability identification.</p> <p>Low Severity - Perform vulnerability correction within 90 days of vulnerability identification.</p>	Maintain 99.95% service level	<p>Penalty as indicated below (per occurrence):</p> <p>a) <99.95% to >= 99.00% - 10% of Quarterly Payment for the Project</p> <p>b) <99.00% to >= 98.00% - 20% of Quarterly Payment for the Project</p> <p>c) <98% - 30% of Quarterly Payment for the Project</p>

Sl. No.	Service Level Objective	Definition	Target	Penalty
		Measurement period is calendar month.		
11	Security breach including Data Theft/Loss/Corruption	Any incident wherein system including all cloud-based services and components are compromised or any case wherein data theft occurs (includes incidents pertaining to CSPs only)	No breach	<p>For each breach/data theft, penalty will be levied as per following criteria.</p> <p>Severity 1 (as define in Annexure A) - Penalty of Rs 15 Lakh per incident.</p> <p>Severity 2 (as define in Annexure A) - Penalty of Rs 10 Lakh per incident.</p> <p>Severity 3 (as define in Annexure A) - Penalty of Rs 5 Lakh per incident.</p> <p>These penalties will not be part of overall SLA penalties cap per month.</p> <p>In case of serious breach of security wherein the data is stolen or corrupted, APFBCS reserves the right to terminate the contract.</p>
12	<p>Security Incident (Malware Attack/ Denial of Service Attack/ Data Theft/ Loss of data/ Intrusion or Defacement)</p> <p>Applicable on the CSP's underlying infrastructure</p>	<p>Security incidents could consist of any of the following:</p> <p>Malware Attack: This shall include Malicious code infection of any of the resources, including physical and virtual infrastructure and applications.</p> <p>Denial of Service Attack: This shall include non-availability of any of the Cloud Service due to attacks that consume related resources. The Service Provider shall be responsible for monitoring, detecting and resolving all Denial of Service (DoS) attacks.</p>	<p>Any Denial-of-service attack shall not lead to complete service non-availability.</p> <p>Zero Malware attack / Denial of Service attack / Intrusion / Data Theft</p>	<p>For each occurrence of any of the attacks (Malware attack / Denial of Service attack / Intrusion / Data Theft), 10% of the Quarterly Payment of the Project</p>

Sl. No.	Service Level Objective	Definition	Target	Penalty
		Intrusion: Successful unauthorized access to system, resulting in loss of confidentiality/ Integrity/availability of data. The Service Provider shall be responsible for monitoring, detecting and resolving all security related intrusions on the network using an Intrusion Prevention device.		
Support Channels - Incident and Helpdesk				
13	Response Time under support service	<p>Average Time taken to acknowledge and respond, once a ticket/incident is logged through one of the agreed channels.</p> <p>This is calculated for all tickets/incidents reported within the reporting month.</p>	95% within 60 minutes	<p>a) <95% to >= 90.00% - 5% of Quarterly Payment of Basic Support service</p> <p>b) <90% to >= 85.00% - 7% of Quarterly Payment of Basic Support service</p> <p>c) <85% to >= 80.00% - 9% of Quarterly Payment of Basic Support service</p> <p>d) Subsequently, for every 5% drop in SLA criteria - 2% of Quarterly Payment of Basic Support service</p>
14	Percentage of timely incident report under support service	<p>The defined incidents to the cloud service which are reported to the APFBCS in a timely fashion.</p> <p>This is represented as a percentage by the number of defined incidents reported within 1 hr. after discovery in a month, over the total number of defined incidents to the cloud service which are reported within the month</p>	95% of the incidents should be reported to APFBCS within 1 Hr. of occurrence.	<p>a) <95% to >= 90.00% - 5% of Quarterly Payment of Basic Support service</p> <p>b) <90% to >= 85.00% - 10% of Quarterly Payment of Basic Support service</p> <p>c) <85% to >= 80.00% - 15% of Quarterly Payment of Basic Support service</p> <p>d) Subsequently, for every 5% drop in SLA criteria - 5% of Quarterly Payment of Basic Support service</p>

Sl. No.	Service Level Objective	Definition	Target	Penalty
15	Time to Resolve - Severity 1	Time taken to resolve the reported ticket/incident from the time of logging.	For Severity 1, 95% of the incidents should be resolved within 30 minutes of problem reporting	<ul style="list-style-type: none"> a) <95% to >= 90.00% - 5% of Quarterly Payment of the Project b) <90% to >= 85.00% - 10% of Quarterly Payment of the Project c) <85% to >= 80.00% - 15% of Quarterly Payment of the Project d) Subsequently, for every 5% drop in SLA criteria - 5% of Quarterly Payment of the Project
16	Time to Resolve - Severity 2,3	Time taken to resolve the reported ticket/incident from the time of logging.	95% of Severity 2 within 4 hours of problem reporting AND 95% of Severity 3 within 16 hours of problem reporting	<ul style="list-style-type: none"> a) <95% to >= 90.00% - 5% of Quarterly Payment of the Project b) <90% to >= 85.00% - 10% of Quarterly Payment of the Project c) <85% to >= 80.00% - 15% of the Quarterly Payment of the Project d) Subsequently, for every 5% drop in SLA criteria - 5% of Quarterly Payment of the Project
Disaster Recovery and Data Backup Management				
17	Recovery Time Objective (RTO)		RTO <= 4 hours	10% of Quarterly Payment of the Project per every additional 2 (two) hours of downtime
18	RPO		RPO <= 2 hours	10% of Quarterly Payment of the Project per every additional 2 (two) hours of data loss
19	DR Drills	At least two DR drills in a year (once every six months)	At least two DR drills in a year (once every six months)	<ul style="list-style-type: none"> a) No of DR Drills =1 - 1% of the Yearly Payment of the Project b) No of DR Drills = 0 - 2% of the Yearly Payment of the Project

Sl. No.	Service Level Objective	Definition	Target	Penalty
				These will be measured every six months and the liquidated damage will be levied at the end of year
Audit & Monitoring				
20	Patch Application	<p>Patch Application and updates to underlying infrastructure and cloud service</p> <p>Measurement shall be done by analyzing security audit reports</p>	95% within 8 Hrs. of the notification	<p>Penalty as indicated below (per occurrence):</p> <p>a) <95% to >= 90.00% - 5% of Quarterly Payment of the Project</p> <p>b) <90% to >= 85.0% - 10% of Quarterly Payment of the Project</p> <p>c) <85% to >= 80.0% - 15% of Quarterly Payment of the Project</p> <p>d) <80% - 20% of the Quarterly Payment of that Project</p>
21	Budget Alerts & Notification	<p>Alerts and Notifications for budgeting and usage based threshold</p> <p>Measurement shall be done by analyzing the log files</p>	99% within 10 mins of crossing the Threshold	<p>Penalty as indicated below (per occurrence):</p> <p>a) <99% to >= 95.00% - 0.25% of Quarterly Payment of the Project</p> <p>b) <95% to >= 90.0% - 0.5% of Quarterly Payment of the Project</p> <p>c) <90% to >= 85.0% - 0.75% of Quarterly Payment of the Project</p> <p>d) <85% - 1% of the Quarterly Payment of that Project</p>
22	Audit of the Sustainance of Certifications	No certification (including security related certifications mandated under MeitY	All certificates should be valid during the Project duration	

Sl. No.	Service Level Objective	Definition	Target	Penalty
		empanelment such as ISO27001, ISO27017, ISO27018, ISO20000 etc.) should lapse within the Project duration. Service Provider should ensure the sustenance / renewal of the certificates		Delay in sustenance of certifications a) 1 day <= 5 days - 1% of the Quarterly Payment of the Project b) > 5 day <= 15 days - 2% of the Quarterly Payment of the Project c) > 15 day <= 30 days - 5% of the Quarterly Payment of the Project d) > 30 days, 10% of the Quarterly Payment of the Project
23	Non-closure of audit observations	No observation to be repeated in the next audit	All audit observations to be closed within defined timelines	Penalty for percentage of audit observations repeated in the next audit a) 0 % <= 10% - 5% of the Quarterly Payment of the Project b) > 10 % <= 20% - 10% of the Quarterly Payment of the Project c) > 20 % <= 30% - 20% of the Quarterly Payment of the Project d) >30% - 30% of the Quarterly Payment of the Project

5.4 Severity Levels

Below severity definition provide indicative scenarios for defining incidents severity. However, APFBCS will define / change severity at the time of the incident or any time before the closure of the ticket based on the business and compliance impacts.

Severity Level	Description	Examples
Severity 1	Environment is down or major malfunction resulting in an inoperative condition or disrupts critical business functions and requires immediate attention. A significant number of end users (includes public users) are unable to reasonably perform their normal activities as essential functions and critical programs are either not working or are not available	Non-availability of VM. No access to Storage, software or application

Severity 2	Loss of performance resulting in users (includes public users) being unable to perform their normal activities as essential functions and critical programs are partially available or severely restricted. Inconvenient workaround or no workaround exists. The environment is usable but severely limited.	Intermittent network connectivity
Severity 3	Moderate loss of performance resulting in multiple users (includes public users) impacted in their normal functions.	

Definitions:

- Critical Services: Critical service may be defined as Register Support Request or Incident; Provisioning / De-Provisioning; User Activation / De-Activation; User Profile Management; Security Components, etc.
- Business Hours: Business hours may be referred as prime business period, which shall be from 08:00 A.M IST till 10:00 PM IST on all days.
- Periodic payment means quarterly payment.

PART 3- Contract

Section VIII – General Conditions of Contract

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Section VIII. General Conditions of Contract

- 1. Definitions** 1.1 The following words and expressions shall have the meanings hereby assigned to them:
- (a) “AFD” means the Agence Française de Développement;
 - (b) “Contract” means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein;
 - (c) “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto;
 - (d) “Contract Price” means the price payable to the Supplier as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract;
 - (e) “Day” means calendar day; “Week” means seven (7) consecutive Days, beginning the day of the week as is customary in the Purchaser’s Country; “Month” means calendar month; “Year” means twelve (12) consecutive months.
 - (f) “Completion” means the fulfillment of the Goods/Non-Consulting Service and Related Services by the Supplier in accordance with the terms and conditions set forth in the Contract;
 - (g) “GCC” means the General Conditions of Contract;
 - (h) “Goods” mean all of the commodities, raw material, software, hardware, machinery and equipment, and/or other materials that the Supplier is required to supply to the Purchaser under the Contract; “non-consulting services” includes topographical surveys, printing services, data collection, vehicle rental, room and office rental, electricity supply, telecommunications, cloud hosting etc.
 - (i) “Purchaser’s Country” is the country specified in the Special Conditions of Contract (SCC);
 - (j) “Purchaser” means the entity purchasing the Goods and Related Services, as specified in the SCC;
 - (k) “Related Services” means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other such obligations of the Supplier under the Contract; “Services” would mean Non-Consulting service and/or Related Service as applicable per the scope of work/supply of contract.
 - (l) “SCC” means the Special Conditions of Contract;
 - (m) “Subcontractor” means any natural person, private or state entity, or a combination of the above, to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Supplier;
 - (n) “Supplier” means the natural person, private or state entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Contract Agreement;
 - (o) “The Project Site,” where applicable, means the place named in the SCC.
- 2. Contract Documents** 2.1 Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole.
- 3. Fraud and Corruption** 3.1 The AFD requires compliance with its policy in regard to corrupt and fraudulent practices as set forth in Appendix 1 to the SCC.
- 4. Interpretation** 4.2 If the context so requires it, singular means plural and vice versa.
- 4.3 Incoterms

- (a) Unless inconsistent with any provision of the Contract, the meaning of any trade term and the rights and obligations of parties thereunder shall be as prescribed by Incoterms;
- (b) The terms CIP and other similar terms, when used, shall be governed by the rules prescribed in current edition of Incoterms specified in the SCC and published by International Chamber of Commerce in Paris, France.

4.4 Entire Agreement

The Contract constitutes the entire agreement between the Purchaser and the Supplier and supersedes all communications, negotiations and agreements (whether written or oral) of the parties with respect thereto made prior to the date of Contract.

4.5 Amendment

No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.

4.6 Nonwaiver

- (a) Subject to GCC Sub-Clause 4.5(b) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract;
- (b) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

4.7 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect validity or enforceability of any other provisions & conditions of the Contract.

5. Language

5.1 The Contract as well as all correspondence and documents relating to the Contract exchanged by the Supplier and the Purchaser, shall be written in the language specified in the **SCC**. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified, in which case, for purposes of interpretation of the Contract, this translation shall govern.

5.2 The Supplier shall bear all costs of translation to the governing language and all risks of the accuracy of such translation, for documents provided by the Supplier.

6. Joint Venture, Consortium or Association

6.1 If the Supplier is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Purchaser.

7. Eligibility

7.1 All Goods/Non-Consulting Services and Related Services to be supplied under the Contract and financed by the AFD shall have their origin in any eligible source as specified in the **SCC**. For the purpose of this Clause, origin means the country where the goods have been grown, mined, cultivated, services are produced, manufactured, or processed; or through manufacture, processing, or assembly, another commercially recognized article results that differs substantially in its basic characteristics from its components.

8 Notices

8.1 Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the **SCC**. The term "in writing" means communicated in written form with proof of receipt.

8.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

9. **Governing Law** 9.1 The Contract shall be governed by and interpreted in accordance with the laws of the Purchaser's Country, unless otherwise specified in the **SCC**. Under the jurisdiction of Gauhati High court in the District of Kamrup Metropolitan in the State of Assam.
10. **Settlement of Disputes** 10.1 The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 10.2 If, after twenty-eight (28) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods and services under the Contract. Arbitration proceedings shall be conducted in accordance with the rules of procedure **specified in the SCC**.
- 10.3 Notwithstanding any reference to arbitration herein,
- (a) The parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and
- (b) The Purchaser shall pay the Supplier any monies due the Supplier.
11. **Inspections and Audit by the AFD** 11.1 The Supplier shall keep and shall make all reasonable efforts to cause its Subcontractors to keep accurate and systematic accounts and records, in respect of the Goods in such form and details as will clearly identify relevant time changes and costs.
- 11.2 The Supplier (MSP) shall permit, and shall cause its Subcontractors and consultants to permit, the AFD and/or persons appointed by the AFD to inspect the Supplier's offices and all accounts and records relating to the performance of the Contract and the submission of the bid, and to have such accounts and records audited by auditors appointed by the AFD if requested by the AFD.
12. **Scope of Supply** 12.1 The Goods and Services to be supplied shall be as specified in the Schedule of Requirements.
13. **Delivery and Documents** 13.1 Subject to GCC Sub-Clause 33.1, the Delivery of the Goods and Completion of the Services shall be in accordance with the Delivery and Completion Schedule specified in the Schedule of Requirements. The details of shipping and other documents to be furnished by the Supplier are specified in the **SCC**.
14. **Supplier's Responsibilities** 14.1 The Supplier shall supply all the Goods and Services included in the Scope of Supply in accordance with GCC Clause 12, and the Delivery and Completion Schedule, as per GCC Clause 13.
15. **Contract Price** 15.1 Prices charged by the Supplier for the Goods supplied and the Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments authorized in the **SCC**.
16. **Terms of Payment** 16.1 The Contract Price, including any Advance Payments, if applicable, shall be paid as specified in the **SCC**.
- 16.2 The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, the Goods delivered and Services performed, and by the documents submitted pursuant to GCC Clause 13 and upon fulfillment of all other obligations stipulated in the Contract.
- 16.3 Payments shall be made promptly by the Purchaser, but in no case later than sixty (60) days after submission of an invoice or request for payment by the Supplier, and after the Purchaser has accepted it.
- 16.4 The currencies in which payments shall be made to the Supplier under this Contract shall be those in which the bid price is expressed.
- 16.5 In the event that the Purchaser fails to pay the Supplier any payment by its due date or within the period set forth in the **SCC**, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate shown in

- the **SCC**, for the period of delay until payment has been made in full, whether before or after judgment or arbitrage award.
- 17. Taxes and Duties**
- 17.1 For goods manufactured outside the Purchaser's Country, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the Purchaser's Country.
- 17.2 For goods manufactured within the Purchaser's country, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
- 17.3 If any tax exemptions, reductions, allowances or privileges may be available to the Supplier in the Purchaser's Country as specified in the SCC, the Purchaser shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.
- 18. Performance Security**
- 18.1 The Supplier shall, within twenty-eight (28) days of the notification of contract award, provide a performance security for the performance of the Contract in the amount specified in the **SCC**.
- 18.2 The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- 18.3 The Performance Security shall be denominated in the currency(ies) of the Contract, or in a freely convertible currency acceptable to the Purchaser; and shall be in one of the format stipulated by the Purchaser in the **SCC**, or in another format acceptable to the Purchaser.
- 18.4 The Performance Security shall be discharged by the Purchaser and returned to the Supplier not later than twenty-eight (28) days following the date of Completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in the **SCC**.
- 19. Copyright**
- 19.1 The copyright in all drawings, documents, and other materials containing data and information furnished to the Purchaser by the Supplier herein shall remain vested in the Supplier, or, if they are furnished to the Purchaser directly or through the Supplier by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.
- 20. Confidential Information**
- 20.1 The Purchaser and the Supplier shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract. Notwithstanding the above, the Supplier may furnish to its Subcontractor such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier under GCC Clause 20.
- 20.2 The Purchaser shall not use such documents, data, and other information received from the Supplier for any purposes unrelated to the contract. Similarly, the Supplier shall not use such documents, data, and other information received from the Purchaser for any purpose other than the performance of the Contract.
- 20.3 The obligation of a party under GCC Sub-Clauses 20.1 and 20.2 above, however, shall not apply to information that:
- (a) The Purchaser or Supplier need to share with the AFD or other institutions participating in the financing of the Contract;
 - (b) Now or hereafter enters the public domain through no fault of that party;
 - (c) Can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - (d) Otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.

- 20.4 The above provisions of GCC Clause 20 shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the Supply or any part thereof.
- 20.5 The provisions of GCC Clause 20 shall survive completion or termination, for whatever reason, of the Contract.
- 21.Subcontracting**
- 21.1 The Supplier shall notify the Purchaser in writing of all subcontracts awarded under the Contract if not already specified in the bid. Such notification, in the original bid or later shall not relieve the Supplier from any of its obligations, duties, responsibilities, or liability under the Contract.
- 21.2 Subcontracts shall comply with the provisions of GCC Clauses 3 and 7.
- 22. Specifications and Standards**
- 22.1 Technical Specifications and Drawings
- (a) The Goods and Services supplied under this Contract shall conform to the technical specifications and standards mentioned in Section VII, Schedule of Requirements and, when no applicable standard is mentioned, standard shall be equivalent or superior to the official standards whose application is appropriate to the Goods' country of origin;
- (b) The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser;
- (c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the Schedule of Requirements. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with GCC Clause 33.
- 23. Packing and Documents**
- 23.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their named place of destination, as indicated in the Contract. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the goods' named place of destination and the absence of heavy handling facilities at all points in transit.
- 23.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified in the **SCC**, and in any other instructions ordered by the Purchaser.
- 24. Insurance**
- 24.1 Unless otherwise specified in the **SCC**, the Goods supplied under the Contract shall be fully insured—in a freely convertible currency from an eligible country—against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery, in accordance with the applicable Incoterms or in the manner specified in the **SCC**.
- 25.Transportation**
- 25.1 Unless otherwise specified in the **SCC**, responsibility for arranging transportation of the Goods shall be in accordance with the specified Incoterms.
- 25.2 The Supplier may be required to provide any or all of the following services, including additional services if specified in **SCC**:
- (a) Performance or supervision of on-site assembly and/or start-up of the supplied Goods;
- (b) Furnishing of tools required for assembly and/or maintenance of the supplied Goods;
- (c) Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;
- (d) Performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and

- (e) Training of the Purchaser's personnel, at the Supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied Goods.
- 25.3 Prices charged by the Supplier for incidental services, if not included in the Contract Price for the Goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.
- 26. Inspections and Tests**
- 26.1 The Supplier shall at its own expense and at no cost to the Purchaser carry out all such tests and/or inspections of the Goods and Services as are specified in the **SCC**.
- 26.2 The inspections and tests may be conducted on the premises of the Supplier or its Subcontractor, and/or at the Goods' named place of destination, or in another place in the Purchaser's Country as specified in the **SCC**. Subject to GCC Sub-Clause 26.3, if conducted on the premises of the Supplier or its Subcontractor, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.
- 26.3 The Purchaser or its designated representative shall be entitled to attend the tests and/or inspections referred to in GCC Sub-Clause 26.2, provided that the Purchaser bear all of its own costs and expenses incurred in connection with such attendance including, but not limited to, all traveling and board and lodging expenses.
- 26.4 Whenever the Supplier is ready to carry out any such test and inspection, it shall give a reasonable advance notice, including the place and time, to the Purchaser. The Supplier shall obtain from any relevant third party or manufacturer any necessary permission or consent to enable the Purchaser or its designated representative to attend the test and/or inspection.
- 26.5 The Purchaser may require the Supplier to carry out any test and/or inspection not required by the Contract but deemed necessary to verify that the characteristics and performance of the Goods and Services comply with the technical specifications, codes and standards under the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such test and/or inspection shall be added to the Contract Price. Further, if such test and/or inspection impedes the progress of manufacturing and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Delivery Dates and Completion Dates and the other obligations so affected.
- 26.6 The Supplier shall provide the Purchaser with a report of the results of any such test and/or inspection.
- 26.7 The Purchaser may reject any Goods or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Supplier shall either rectify or replace such rejected Goods or parts thereof or make alterations necessary to meet the specifications at no cost to the Purchaser, and shall repeat the test and/or inspection, at no cost to the Purchaser, upon giving a notice pursuant to GCC Sub-Clause 26.4.
- 26.8 The Supplier agrees that neither the execution of a test and/or inspection of the Goods or any part thereof, nor the attendance by the Purchaser or its representative, nor issue of any report pursuant to GCC Sub-Clause 26.6, shall release Supplier from any warranties or other obligations under the Contract.
- 27. Liquidated Damages/Penalties**
- 27.1 Except as provided under GCC Clause 32, if the Supplier fails to deliver any or all of the Goods by the Date(s) of delivery or perform the Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in the **SCC** of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in those **SCC**. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to GCC Clause 35.

28. Warranty

- 28.1 The Supplier warrants that all the Goods are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
- 28.2 Subject to GCC Sub-Clause 22.1(b), the Supplier further warrants that the Goods shall be free from defects arising from any act or omission of the Supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the country of named place of destination.
- 28.3 Unless otherwise specified in the **SCC**, the comprehensive maintenance contract shall remain valid for thirty-six (36) months after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the named place of destination indicated in the **SCC**, or for forty-two(42) months after the date of shipment from the port or place of loading in the country of origin, whichever period concludes earlier.
- 28.4 The Purchaser shall give notice to the Supplier stating the nature of any such defects together with all available evidence thereof, promptly following the discovery thereof. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect such defects.
- 28.5 Upon receipt of such notice, the Supplier shall, within the period specified in the **SCC**, expeditiously repair or replace the defective Goods or parts thereof, at no cost to the Purchaser.
- 28.6 If having been notified, the Supplier fails to remedy the defect within the period specified in the **SCC**, the Purchaser may proceed to take within a reasonable period such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

29. Patent Indemnity

- 29.1 The Supplier shall, subject to the Purchaser's compliance with GCC Sub-Clause 29.2, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of:
 - (a) The installation of the Goods by the Supplier or the use of the Goods or services in the country where the Site is located; and
 - (b) The sale in any country of the products produced by the Goods or services. Such indemnity shall not cover any use of the Goods or services or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or Services or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the Supplier, pursuant to the Contract.
- 29.2 If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in GCC Sub-Clause 29.1, the Purchaser shall promptly give the Supplier a notice thereof, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- 29.3 If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- 29.4 The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim, and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.
- 29.5 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Supplier may suffer as a result of any infringement or alleged infringement of any

patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

- 30. Limitation of Liability** 30.1 Except in cases of criminal negligence or willful misconduct,
- (a) The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and
 - (b) The aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier to indemnify the purchaser with respect to patent infringement
- 31. Change in Laws and Regulations** 31.1 Unless otherwise specified in the Contract, if after the date of 28 days prior to date of Bid submission, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in the place of the Purchaser's country where the Site is located (which shall be deemed to include any change in interpretation or application by competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable, in accordance with GCC Clause 15.
- 32. Force Majeure** 32.1 The Supplier shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 32.2 For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- 32.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier 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.
- 33. Change Orders and Contract Amendments** 33.1 The Purchaser may at any time order the Supplier through notice in accordance GCC Clause 8, to make changes within the general scope of the Contract in any one or more of the following:
- (a) Drawings, designs, or specifications, where Goods/Services to be furnished under the Contract are to be specifically manufactured/supplied for the Purchaser;
 - (b) The method of shipment or packing;
 - (c) The place of delivery; and
 - (d) The Services to be provided by the Supplier.
- 33.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery/Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this Clause must be

asserted within twenty-eight (28) days from the date of the Supplier's receipt of the Purchaser's change order.

33.3 Prices to be charged by the Supplier for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.

33.4 Subject to the above, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

34. Extensions of Time

34.1 If at any time during performance of the Contract, the Supplier or its subcontractors should encounter conditions impeding timely delivery of the Goods or completion of Services pursuant to GCC Clause 13, the Supplier shall promptly notify the Purchaser in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

34.2 Except in case of Force Majeure, as provided under GCC Clause 32, a delay by the Supplier in the performance of its Delivery and Completion obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 27, unless an extension of time is agreed upon, pursuant to GCC Sub-Clause 34.1.

35. Termination

35.1 Termination for Default

(a) The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate the Contract in whole or in part:

(i) If the Supplier fails to deliver any or all of the Goods/Services within the period specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to GCC Clause 34;

(ii) If the Supplier fails to perform any other obligation under the Contract (for ex: SLA for non-consulting services); or

(iii) If the Supplier, in the judgment of the Purchaser has engaged in fraud and corruption, as defined in GCC Clause 3, in competing for or in executing the Contract.

(b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to GCC Clause 35.1(a), the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods/Services similar to those undelivered or not performed, and the Supplier shall be liable to the Purchaser for any additional costs for such similar Goods/Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

35.2 Termination for Insolvency

(a) The Purchaser may at any time terminate the Contract by giving notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to Purchaser.

35.3 Termination for Convenience

(a) The Purchaser, by notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective;

(b) The Goods that are complete and ready for shipment within twenty-eight (28) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

- (i) To have any portion completed and delivered at the Contract terms and prices; and/or
- (ii) To cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods/Services and for materials and parts previously procured by the Supplier.

35.4 Consequences of termination: mentioned in **SCC**.

- 36. Assignment** 36.1 Neither the Purchaser nor the Supplier shall assign, in whole or in part, their obligations under this Contract, except with prior written consent of the other party.
- 37. Export Restriction** 37.1 Notwithstanding any obligation under the Contract to complete all export formalities, any export restrictions attributable to the Purchaser, to the country of the Purchaser, or to the use of the products/goods, systems or services to be supplied, which arise from trade regulations from a country supplying those products/goods, systems or services, and which substantially impede the Supplier from meeting its obligations under the Contract, shall release the Supplier from the obligation to provide deliveries or services, always provided, however, that the Supplier can demonstrate to the satisfaction of the Purchaser and of the AFD that it has completed all formalities in a timely manner, including applying for permits, authorizations and licenses necessary for the export of the products/goods, systems or services under the terms of the Contract. Termination of the Contract on this basis shall be for the Purchaser's convenience pursuant to Sub-Clause 35.3.

Section IX- Special Conditions of Contract

GCC 1.1(i)	The Purchaser's country is: <i>India</i>
GCC 1.1(j)	The Purchaser is: Assam Project on Forest and Biodiversity Conservation Society (APFBCS)
GCC 1.1 (o)	The Project Site(s)/Named Place of Destination(s) is/are: Project Director, Project Management Unit, Assam Project on Forest and Biodiversity Conservation Society (APFBCS) Address: Aranya Bhawan, Panjabari, Guwahati – 781037 (Assam), India Telephone: +91-361-2733917. Electronic mail address: pd@apfbc.in
GCC 4.2	The meaning of the trade terms shall be as prescribed by Incoterms. The version edition of Incoterms shall be Incoterms 2010. However, the definition of the place and date associated with “delivery” is modified as follows: (a) Under “CIP” Incoterms defines “delivery” as the place and date where risk transfers from the seller to the buyer. (b) In these Bidding Documents, when using “CIP” and not referring to the transfer of risk, the term “delivery” shall be interpreted as the date and place where the Goods and Related Services arrive at the named place of destination, and this date shall be reflected in the Delivery and Completion Schedule.
GCC 5.1	The governing and communication language shall be English
GCC 7.1	Goods and services from countries under embargo from France, the European Union or the United Nations are not eligible.
GCC 8.1	For notices , the Purchaser's address shall be: Attention: Project Director, Project Management Unit, Assam Project on Forest and Biodiversity Conservation Society (APFBCS) Address: Aranya Bhawan, Panjabari, Guwahati – 781037 (Assam), India Telephone: +91-361-2733917. Electronic mail address: pd@apfbc.in
GCC 9.1	The governing law shall be the law of: India
GCC 10.2	The rules of procedure for arbitration proceedings pursuant to GCC Clause 10.2 shall be as follows: “Clause 10.2 (a) shall be retained in the case of a Contract with a foreign Supplier and clause 10.2 (b) shall be retained in the case of a Contract with a national of the Purchaser's country.” (a) Contract with foreign Supplier: If the Purchaser chooses the UNCITRAL Arbitration Rules, the following sample clause should be inserted: GCC 10.2—Any dispute, controversy or claim arising out of or relating to this Contract, or breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the UNCITRAL Arbitration Rules as at present in force. If the Purchaser chooses the Rules of ICC, the following sample clause should be inserted: GCC 10.2—All disputes arising in connection with the present Contract shall be finally settled under the Rules of Conciliation and Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with said Rules. (b) Contracts with Supplier national of the Purchaser's country: In the case of a dispute between the Purchaser and a Supplier who is a national of the Purchaser's country, the dispute shall be referred to adjudication or arbitration in accordance with the laws of the Purchaser's country. For Indian jurisdiction, to be decided as per the Gauhati High Court and subordinate courts, in the district of Kamrup Metropolitan, Assam.

GCC 14.1	<p>Location of Data</p> <p>a) The Bidder shall ensure that all services including data will reside in India.</p> <p>b) The location of the data (text, audio, video, image files, drawing files, GIS files, pdf, and any compressed data and software (including machine images), that are provided to the Bidder for processing, storage or hosting by the Bidder in connection with APFBCS's account and any computational results that an APFBCS's or any end user derives from the foregoing through their use of the Bidder's services) shall be as per the terms and conditions of the Empanelment of the Bidder with Ministry of Electronics Information and Technology (MeitY) and STQC audit certificate.</p>
GCC 16.1	The payments shall be made quarterly on actual pay per usage and adjusted for penalties as per SLA document, Section VII.
GCC 16.1	<p>Payment to the Supplier of the amounts due in each currency shall be made into the following bank accounts:</p> <p>[insert bank account details at the time of contract signing]</p>
GCC 16.5	<p>The payment-delay period after which the Purchaser shall pay interest to the supplier shall be 60 days.</p> <p>The interest rate for payments in local currency that shall be applied is 4%.</p>
GCC 17.3	<p>The Supplier shall be required to show separately the applicable rate and amount, of the Goods & Service Tax (GST) or other applicable indirect taxes in respect of the execution of the works contracts, in their quoted bid price and the Purchaser would not bear any separate liability on these accounts.</p> <p>In case, the quoted information related to various taxes, duties & levies subsequently proves wrong, incorrect or misleading, the Purchaser will have no liability to reimburse the difference in the duty/ tax, if the finally assessed amount is on the higher side and the Purchaser will have right to recover the difference in case the rate of duty/ taxes finally assessed is on the lower side.</p> <p>The Purchaser shall deduct such taxes at source at applicable rates from time to time in accordance with direct and indirect taxation laws and will issue Tax Deducted at Source (TDS) Certificate to the bidder thereafter. The bidder shall provide a copy of all paid tax challans to the Purchaser for record.</p>
GCC 17.3	The following taxes, duties and fees exemptions apply to the Contract: NA
GCC 18.1	The amount of the Performance Security shall be: 5% percentage of the Accepted Contract Amount in the same currency (Rs) of the Accepted Contract Amount. The performance security shall be valid for a period of 40 months from issue of date of LoA.
GCC 18.3	<p>The Performance Security shall be in the form of: "a Bank Guarantee"</p> <p>The Performance security shall be denominated in "the currencies of payment of the Contract, in accordance with their portions of the Contract Price"</p>
GCC 20.1	The Bidder shall execute non-disclosure agreements with APFBCS with respect to hosting of all the applications/websites. For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information: a) Information already available in the public domain; b) information which has been developed independently by the Service Provider; c) Information which has been received from a third party who had the right to disclose the aforesaid information; Information which has been disclosed to the public pursuant to a court order
GCC 21.1	Subcontracting is not allowed
GCC 26.1	The inspections and tests shall be: as specified in 'Inspections and Tests in Schedule VII'.
GCC 26.2	The Inspections and tests shall be conducted at the site specified by the purchaser.
GCC 27.1	<p>The Bidder is liable to APFBCS for payment of penalty as specified in the Service Level Agreement in Section VII of this bid document. The maximum amount is also mentioned there.</p> <p>A designated team/ person from APFBCS will review the performance of Bidder against the SLA each quarter. The review/ audit report will form basis of any action relating to imposing penalty on or breach of contract of the Bidder.</p>

<p>GCC 35.4</p>	<p>Consequences of Termination: Upon Termination of the Contract, the Bidder shall:</p> <ol style="list-style-type: none"> 1. Prepare and present a detailed exit plan to the PD, APFBCS, within five (5) calendar days of receipt of the termination notice (“Exit Plan”). 2. The PD, APFBCS along with designated team will review the Exit plan. If approved, Bidder shall start working on the same immediately. If the plan is rejected, Bidder shall prepare alternate plan within two (2) calendar days. If the second plan is also rejected, APFBCS will provide a plan for Bidder and it should be adhered by in totality. 3. The Bidder and the Authorized Personnel from APFBCS will signa completion certificate at the end of successful completion (all points tracked to closure) of the Exit Plan. 4. The Exit Plan shall ensure the following: <ol style="list-style-type: none"> a) Migration of the VMs, data, content, and any other assets to the new environment or on alternate cloud environment and ensuring successful deployment and running of the Government Department’s solution on the new infrastructure by suitably retrieving all data, scripts, software, virtual machine images, and so forth to enable mirroring or copying to Department supplied industry-standard media b) Ensure that all the documentation required for smooth transition including configuration documents is kept up to date c) Retain the data at the end of the agreement (for a maximum of 45 days beyond the expiry of the Agreement). The Bidder will provide the cost for retaining the data. d) Once the exit process is completed, the Bidder shall remove the data, content and other assets from the cloud environment and destroy the VM, Content and data of the APFBCS e) Ensure that all the documentation required by the APFBCS for smooth transition are kept up to date and all such documentation is handed over to the APFBCS during regular intervals as well as during the exit management process. f) Support and assist APFBCS for a period of three months so that APFBCS is able to successfully deploy and access the services from the new environment. g) Train and transfer the knowledge to the APFBCS IT team to ensure similar continuity and performance of the Services post expiry of the Agreement h) Prepare for onsite hosting/alternate cloud environment of Geospatial Enterprise application and web FMIS, PMIS and Portal applications integrated with GIS, drone and mobile app catering to day-to-day activities of Forest department.
<p>Other Conditions</p>	<p>Disclaimers:</p> <ol style="list-style-type: none"> 1. Purchaser reserves the right to share, with any consultant of its choosing, any resultant Proposals in order to secure expert opinion. 2. Purchaser reserves the right to accept any proposal deemed to be in the best interest of Purchaser. <p>Public Disclosure:</p> <ol style="list-style-type: none"> 1. All materials provided to Purchaser by the Supplier are subject to the prevailing public disclosure laws such as Right to Information (RTI) Act’2005, etc. 2. The Supplier’s Team shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless Purchaser first gives the Bidder its written consent. <p>Survival:</p> <p>The clauses of this contract, which by nature are intended to survive termination of this contract, shall remain in effect after such termination.</p>

APPENDIX-1 to Special Conditions of Contract - Corrupt and Fraudulent Practices Policy and Social and Environmental Responsibility

1. Corrupt and Fraudulent Practices

The Contracting Authority and the suppliers, contractors, subcontractors, consultants or subconsultants must observe the highest standard of ethics during the procurement process and performance of the contract. The Contracting Authority means the Purchaser, the Employer, the Client, as the case may be, for the procurement of goods, works, plants, consulting services or non-consulting services.

By signing the Statement of Integrity the suppliers, contractors, subcontractors, consultants or subconsultants declare that (i) "it did not engage in any practice likely to influence the contract award process to the Contracting Authority's detriment, and that it did not and will not get involved in any anti-competitive practice", and that (ii) "the procurement process and the performance of the contract did not and shall not give rise to any act of corruption or fraud".

Suppliers, contractors, subcontractors, consultants or subconsultants will permit AFD to inspect their accounts and records relating to the procurement process and performance of the AFD-financed contract, and to have them audited by auditors appointed by AFD.

The AFD reserves the right to take any action it deems appropriate to check that these ethics rules are observed and reserves, in particular, the rights to:

- a) Reject a proposal for a contract award if it is established that during the selection process the bidder or consultant that is recommended for the award has been convicted of corruption, directly or by means of an agent, or has engaged in fraud or anti-competitive practices in view of being awarded the Contract;
- b) Declare misprocurement when it is established that, at any time, the Contracting Authority, the suppliers, contractors, subcontractors, consultants or subconsultants their representatives have engaged in acts of corruption, fraud or anti-competitive practices during the procurement process or performance of the contract without the Contracting Authority having taken appropriate action in due time satisfactory to AFD to remedy the situation, including by failing to inform AFD at the time they knew of such practices.

AFD defines, for the purposes of this provision, the terms set forth below as follows:

- a) Corruption of a Public Officer means:
 - The act of promising, offering or giving to a Public Officer, directly or indirectly, an undue advantage of any kind for himself or for another Person¹ or entity, for such Public Officer to act or refrain from acting in his official capacity; or
 - The act by which a Public Officer solicits or accepts, directly or indirectly, an undue advantage of any kind for himself or for another Person or entity, for such Public Officer to act or refrain from acting in his official capacity.
- b) A Public Officer shall be construed as meaning:
 - Any person who holds a legislative, executive, administrative or judicial mandate (within the country of the Contracting Authority) regardless of whether that natural Person was nominated or elected, regardless of the permanent or temporary, paid or unpaid nature of the position and regardless of the hierarchical level the natural Person occupies;
 - Any other natural Person who performs a public function, including for a State institution or a State-owned company, or who provides a public service;
 - Any other natural Person defined as a Public Officer by the national laws of the country of the Contracting Authority.
- c) Corruption of a Private Person² means:
 - The act of promising, offering or giving to any Private Person, directly or indirectly, an undue advantage of any kind for himself or for another Person or entity, for such Private Person to perform or refrain from performing any act in breach of its legal, contractual or professional obligations; or;

¹ Means any Person whether natural or legal, firm, company, corporation, government, state or state agency or any association, or group of two or more of the foregoing (whether or not having separate legal status).

² Means any natural Person other than a Public Officer.

- The act by which any Private Person solicits or accepts, directly or indirectly, an undue advantage of any kind for himself or for another Person or entity, for such Private Person to perform or refrain from performing any act in breach of its legal, contractual or professional obligations.
- d) Fraud means any dishonest conduct (act or omission), whether or not it constitutes a criminal offence, deliberately intended to deceive others, to intentionally conceal items, to violate or vitiate consent, to circumvent legal or regulatory requirements and/or to violate internal rules in order to obtain illegitimate profit.
- e) Anti-competitive practices mean:
 - Any concerted or implied practices which have as their object or effect the prevention, restriction or distortion of competition within a marketplace, especially where they (i) limit access to the marketplace or free exercise of competition by other undertakings, (ii) prevent free, competition-driven price determination by artificially causing price increases or decreases, (iii) restrict or control production, markets, investments or technical progress; or (iv) divide up market shares or sources of supply;
 - Any abuse by one undertaking or a group of undertakings which hold a dominant position on an internal market or on a substantial part of it;
 - Any practice whereby prices are quoted or set unreasonably low, the object of which is to eliminate an undertaking or any of its products from a market or to prevent it from entering the market.

2. Social and Environmental Responsibility

In order to promote sustainable development, AFD seeks to ensure that internationally recognized environmental and social standards are complied with. Suppliers, contractors, subcontractors, consultants or subconsultants for AFD-financed contracts shall consequently undertake in the Statement of Integrity to:

- a) Comply with and ensure that all their subcontractors or subconsultants comply with international environmental and labour standards, consistent with applicable law and regulations in the country of implementation of the contract, including the fundamental conventions of the International Labour Organization (ILO) and international environmental treaties;
- b) Implement environmental and social risks mitigation measures when specified in the environmental and social management plan (ESMP) provided by the Contracting Authority.

Attachment: Price Adjustment Formula

If in accordance with GCC 15.1, prices shall be adjustable, the following method shall be used to calculate the price adjustment:

- 15.1 Prices payable to the Supplier, as stated in the Contract, shall be subject to adjustment during performance of the Contract to reflect changes in the cost of labor and material components in accordance with the formula:

$$P_1 = P_0 [a + \frac{bL_1}{L_0} + \frac{cM_1}{M_0}] - P_0$$
$$a+b+c = 1$$

in which:

- P_1 = adjustment amount payable to the Supplier;
- P_0 = Contract Price (base price);
- a = fixed element representing profits and overheads included in the Contract Price and generally in the range of five (5) to fifteen (15) percent;
- b = estimated percentage of labor component in the Contract Price;
- c = estimated percentage of material component in the Contract Price;
- L_0, L_1 = labor indices applicable to the appropriate industry in the country of origin on the base date and date for adjustment, respectively;
- M_0, M_1 = material indices for the major raw material on the base date and date for adjustment, respectively, in the country of origin.

The coefficients a, b, and c as specified by the Purchaser are as follows:

a = *[insert value of coefficient]*

b = *[insert value of coefficient]*

c = *[insert value of coefficient]*

The Bidder shall indicate the source of the indices and the base date indices in its bid.

Base date = thirty (30) days prior to the deadline for submission of the bids.

Date of adjustment = *[insert number of weeks]* weeks prior to date of shipment (representing the mid-point of the period of manufacture).

The above price adjustment formula shall be invoked by either party subject to the following further conditions:

- (a) No price adjustment shall be allowed beyond the original delivery dates unless specifically stated in the extension letter. As a rule, no price adjustment shall be allowed for periods of delay for which the Supplier is entirely responsible. The Purchaser will, however, be entitled to any decrease in the prices of the Goods and Services subject to adjustment;
- (b) If the currency in which the Contract Price P_0 is expressed is different from the currency of origin of the labor and material indices, a correction factor will be applied to avoid incorrect adjustments of the Contract Price. The correction factor shall correspond to the ratio of exchange rates between the two currencies on the base date and the date for adjustment as defined above;
- (c) No price adjustment shall be payable on the portion of the Contract Price paid to the Supplier as advance payment.

Section X – Contract Forms

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Letter of Acceptance

[Letterhead paper of the Employer]

Date: _____ *[Insert Date]*

To: _____ *[Name and address of the Contractor]*

Subject: **Notification of Award Contract No.** _____

This is to notify you that your Bid dated _____ *[Insert date]* for execution of the _____ *[name of the Contract and identification number, as given in the SCC]* for the Contract Price _____ *[amount in numbers and words] [name of currency]*, as corrected and modified in accordance with the Instructions to Bidders, is hereby accepted by our institution.

You are requested to furnish the Performance Security within 28 days in accordance with the Conditions of Contract, using for that purpose the Performance Security Form included in Section X, Contract Forms, of the Bidding Documents.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of institution: _____

Attachment: Contract Agreement

Contract Agreement

THIS AGREEMENT made the _____ day of _____, _____, between _____ of _____ (hereinafter "**the Purchaser**"), of the one part, and _____ of _____ (hereinafter "**the Supplier**"), of the other part:

WHEREAS the Purchaser invited bids for certain Goods and services, viz., *[insert brief description of Goods and Services]* and has accepted a Bid by the Supplier for the supply of those Goods and Services in the sum of *[insert Contract Price in words and figures, expressed in the Contract currency(ies)]* (hereinafter called "**the Contract Price**").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement. This Agreement shall prevail over all other Contract documents.
 - a) The Letter of Acceptance;
 - b) The Bid Submission Form and Appendix to Bid Submission Form (including the signed Statement of Integrity);
 - c) The addenda Nos _____ (if any);
 - d) Special Conditions of Contract;
 - e) General Conditions of Contract;
 - f) The Specifications (including Schedule of Requirements and Technical Specifications);
 - g) The Bidding Forms (including Price Schedules);
 - h) Any other document listed in GCC as forming part of the contract.
3. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.
4. In consideration of the payments to be made by the Purchaser to the Supplier as specified in this Agreement, the Supplier hereby covenants with the Purchaser to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
5. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of _____ on the day, month and year indicated above.

For and on behalf of the Purchaser

Signed: *[insert signature]*

In the capacity of *[insert title or other appropriate designation]*

In the presence of *[insert identification of official witness]*

For and on behalf of the Supplier

Signed: *[insert signature of authorized representative(s) of the Supplier]*

In the capacity of *[insert title or other appropriate designation]*

In the presence of *[insert identification of official witness]*

Performance Security

Demand guarantee

Beneficiary: _____

Date: _____

PERFORMANCE GUARANTEE No.: _____

Guarantor: _____

We have been informed that *[insert name of Supplier, which in the case of a joint venture shall be the name of the joint venture]* (hereinafter called "the Applicant") has entered into Contract No. *[insert reference number of the contract]* dated *[insert date]* with the Beneficiary, for the supply of *[insert name of contract and brief description of Goods and Services]* (hereinafter called "the Contract"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert amount in figures]* *[insert amount in words]*,¹ such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of the Beneficiary's first demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the Day of, 2...², and any demand for payment under it must be received by us at this office indicated above on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under Article 15(a) is hereby excluded.

_____ *[Signature]*

[Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.]

¹The Guarantor shall insert an amount representing the percentage of the Accepted Contract Amount specified in the Letter of Acceptance and denominated either in the currency (ies) of the Contract or a freely convertible currency acceptable to the Beneficiary.

²Insert the date twenty-eight days after the expected completion dates described in GC Clause 18.4. The Purchaser should note that in the event of an extension of this date for completion of the Contract, the Purchaser would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Purchaser might consider adding the following text to the form, at the end of the penultimate paragraph: "The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed *[six months]* *[one year]*, in response to the Beneficiary's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee."

Advance Payment Security

Demand Guarantee

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: _____

Date: _____

ADVANCE PAYMENT GUARANTEE No.: _____

Guarantor: _____

We have been informed that _____ (hereinafter called "the Applicant") has entered into Contract No. _____ dated _____ with the Beneficiary, for the execution of _____ (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum *[insert amount in figures]* (_____) *[insert amount in words]* is to be made against an advance payment guarantee.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert amount in figures]* () *[insert amount in words]*¹ upon receipt by us of the Beneficiary's first demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating either that the Applicant:

- (a) Has used the advance payment for purposes other than toward delivery of Goods; or
- (b) Has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary's bank stating that the advance payment referred to above has been credited to the Applicant on its account number *[insert number]* at *[insert name and address of Applicant's bank]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that ninety (90) percent of the Accepted Contract Amount, has been certified for payment, or on the *[insert date¹]*, whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No.758.

[signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

¹The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Purchaser.

¹ Insert the Delivery date of the Goods at the named place of destination stipulated in the Contract Delivery Schedule. The Purchaser should note that in the event of an extension of the time to perform the Contract, the Purchaser would need to request an extension of this Guarantee from the bank. Such request must be in writing and must be made prior to the expiration date established in the Guarantee. In preparing this Guarantee, the Purchaser might consider adding the following text to the Form, at the end of the penultimate paragraph: "We agree to a one-time extension of this Guarantee for a period not to exceed *[six months]* *[one year]*, in response to the Purchaser's written request for such extension, such request to be presented to us before the expiry of the Guarantee."