

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER



AAVANTHIKA GAS LIMITED

(A JOINT VENTURE COMPANY OF GAIL & HPCL)

CITY GAS DISTRIBUTION PROJECT IN

INDORE, UJJAIN, PITHAMPUR & GWALIOR

**HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR
DATA CENTER**

E-Tender No.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

OPEN DOMESTIC COMPETITIVE BIDDING

ISSUE DATE: 06.01.2026

Date & Time for online submission duration of Technical Bid & Price Bid at MSTC Portal:

Important Dates

Pre-Bid Clarification Duration	06/01/2026 to 14/01/2026
Physical Pre-Bid Meeting at AGL HO, Indore	13/01/2026 (11:00 Hrs.)
Date of Start (Live) for Online Submission of Tender	19/01/2026 (12:00 Hrs.)
Last Date & Time of Submission of Tender	27/01/2026 up to 16:00 Hrs.
Date & Time of Opening of Un-Priced (Technical) Bid	27/01/2026 at 16:30 Hrs.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

BASIC INFORMATION OF TENDER

e-Tender Number	AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]	
Mode of Tendering	ONLINE e-Procurement System through https://www.mstcecommerce.com/eprocn of MSTC Ltd.	
Title	DATA CENTER CLOUD HOSTING	
Description	AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]	
Tender Type	Public	
Bid Type	Two Bid	
Evaluation Criteria	Overall Lowest Basis	
Date of NIT available to firms to download	06.01.2026	
Online Pre-Bid Clarification Duration	Start Date & Time: 06.01.2026 at 18:00 Hrs. End Date & Time: 14.01.2026 up to 18:00 Hrs.	
	<p>The e-procurement shall also have the event of online pre-bid meeting duration as detailed mentioned above. For Technical/Commercial clarification(s) (if any), they may bring to the attention of officials of AGL. The queries raised during online Pre-Bid meeting duration shall be replied on line. In the interest of bidder(s), they are also requested to go through the final technical specifications and other terms & conditions, based on the clarifications given during the pre-bid meeting duration and accordingly submit online tender.</p> <p>Query (if any) shall be clarified during online pre-bid meeting, only. After closing of online pre-bid meeting duration, no further queries shall be entertained.</p> <p>Based on the replied queries, Corrigendum may be issued on the MSTC website, which is to be digitally submitted as integral part of the bid.</p> <p>All entries in the tender should be entered in online mode without any ambiguity.</p>	
Offline Pre-Bid meeting Date & Time	Bidders also has an option of attending a physical pre bid meeting at AGL, HO Indore Dated 13.01.2026 from 11:00 Hrs. to 12:00 Hrs.	
Earnest Money Deposit (EMD) :	EMD	Rs. 2,24,000 in the form of DD or BG
	<p>Tender Fee: -Nil</p> <p>Account & other details (if required) are mentioned below:</p> <p>Bank details for BG/LC (SFMS) receiving through SFMS:</p> <p>Bank Name: ICICI Bank Limited Bank IFSC: ICIC0000041 Bank A/c No.: 004105013583 Bank Address: ICICI BANK LTD, MALAV PARISAR,4 CHOTI KHAJRANI, A.B. ROAD.INDORE 452008 (M.P.) INDORE</p> <p>The bidders bank has to send the below details in the BG SWIFT message to our Banker:</p> <p>77C: Details of Guarantee 7035: ICIC0000041 7036: ICICI BANK LTD, INDORE AC NO 004105013583 7037: AG533170984 Unique Identifier Number (Mandatory) 7038: XXXXX 7039: XXXXXX(XX)DT XX.XX.2023</p> <p>(Note: - For Participation in Tender, the Tender Fee has been waived off, however Tender processing charges of MSTC is applicable as per "Special Note towards Transaction fee" of MSTC mentioned in NIT MSTC instruction to bidders Sr. No. 2, Page no. 5 of Tender Document)</p> <p>Bidders registered with NSIC/MSME under its single point registration scheme are exempted from furnishing Bid Security. Submission of Bid Security/EMD is exempted only when bidder is relevantly registered under NSIC / MSME scheme.</p> <p>NSIC / MSME certificate (updated & valid as on due date of submission to be submitted) shall be duly attested by CHARTERED ACCOUNTANT (CA) AND NOTARY PUBLIC WITH LEGIBLE STAMP.</p>	

	<p>NOTE: Bidder to upload the copy of EMD or NSIC/MSME Certificate along with the technical part, however copy of the same uploaded document is to be submitted in a separate envelope scribed with the Tender number, Tender Subject, Name of the bidder and Bid due date in physical form within 7 (Seven) days from the due date of submission of bid at the communication address: (PLEASE NOTE THAT CUTOUT SLIP TO BE PASTED OUTER OF THE EMD ENVELOPE WHICH IS ATTACHED AS PAGE No. 08)</p> <p>Manager (Contract & Procurement Dept.) Aavantika Gas Limited 202-B, NRK Business Park, Vijay Nagar Square, Indore-452010 (M.P) Phone: 0731-4222520</p>
Date & Time of Starting of e-tender for online submission of Technical Bid & Price Bid at https://www.mstcecommerce.com/eproc/	19.01.2026 at 12:00 Hrs.
Date of Closing of e-tender for submission of Technical Bid & Price Bid	27.01.2026 at 16:00 Hrs.
Date & time of opening of Un-Priced Bid/ Technical Bid Date of opening of Part II i.e. price bid shall be informed separately. [Under unforeseen circumstances, if the due dates (i.e. Date & time of opening of Part-I) fall on holiday, the same will be opened on the next full working day at the same time].	27.01.2026 at 16:30 Hrs.
Submission of Tender Document	Only digitally signed copy of all Tender documents will be accepted. Bids submitted in any other form will not be accepted and entertained by AGL and will not be considered for evaluation purpose.
Delay in Submission of online Tender Document	AGL will not responsible for any delay in submission of online tender documents for any reason, whatsoever.
Good Practices	<ul style="list-style-type: none"> Bidders are advised to submit their online bids timely. Do not wait for last time and avoid last minute of submission. Bidder has to submit copy of EMD or NSIC/MSME Certificate in physical form within seven (07) days from the due date of submission; however, Bidder shall try to TIMELY SEND THE COPY OF EMD or NSIC/MSME CERTIFICATE TO AGL OFFICE

NOTE:

- BIDDERS SHALL ENSURE THAT ALL DIGITALLY SIGNED DOCUMENTS RELATED TO PRE-QUALIFICATION (TECHNICAL OR COMMERCIAL) ARE SUBMITTED AT THE FIRST INSTANCE ALONG WITH THE ORIGINAL BID.
- UPLOADED ATTESTED & NOTARIZED COPY OF EMD/NSIC/MSME CERTIFICATE TO BE SEND TO AGL OFFICE IN A SEPRATE ENVELOPE SCRIBED WITH THE TENDER NUMBER, TENDER SUBJECT, NAME OF THE BIDDER & BID DUE DATE WITHIN 7 (SEVEN) DAYS FROM THE DUE DATE & TIME OF SUBMISSION OF BID. PLEASE NOTE THAT CUTOUT SLIP TO BE PASTED OUTER OF THE EMD ENVELOPE. THE AGL RESERVES THE RIGHT TO ACCEPT OR REJECT ANY OR ALL THE PROPOSALS IN WHOLE OR PART WITHOUT ASSIGNING ANY REASONS.
- INITIAL STEP FOR ONLINE BIDDING THROUGH MSTC PORTAL IS THAT VENDORS HAVE TO GET REGISTERED IN MSTC PORTAL FOR PARTICIPATING IN ANY UPLOADED AGL E-TENDER. FOR MORE INFORMATION, VENDORS CAN DOWNLOAD VENDOR REGISTRATION GUIDE THROUGH MSTC Portal "<https://www.mstcecommerce.com/eproc/> > Vendor Login > Register > Registration Guide".

KINDLY NOTE THAT ONLY ONLINE BID WILL BE CONSIDERED AGAINST THIS TENDER

Website for Online bid Submission:
<https://www.mstcecommerce.com/eproc/>

Prior uploading all the Techno-Commercial PDF Tender Documents on MSTC website please ensure that all the documents should be Digitally Signed.

Vendor to Sign (Digital) in the given below box area----->

1. *PRE-BID MEETING & QUERIES*

Online Pre-Bid queries duration shall be as per the dates mentioned on the Page No.1 of this Tender Document. Also bidder(s) or his official representative has an option to attend an offline pre-bid meeting which will take place as per the date mentioned on Page No.1 of this Tender Document.

Bidder(s) queries if any, must send your queries online through MSTC Portal prior to pre-bid meeting duration end date as per the date mentioned on Page No.1 of this Tender Document.

BID CLARIFICATION AFTER OPENING OF TECHNICAL BID

Important Note: Bidders are strictly advised to upload all the documents along with their bid itself by the due date and time. In the absence of requisite documents submitted along with their bid, AGL reserves the right to evaluate the bids as per the submitted documents only and reject the bid without making any reference to the Bidder.

For any queries/clarification after opening of Technical-Bid, AGL will send only online queries to bidder through MSTC Portal and Bidder has insured that he will reply the AGL queries online, through MSTC Portal only.

No any queries/clarification/reply will be communicated / accepted through email.

AAVANTIKA GAS LIMITED

(A JOINT VENTURE COMPANY OF GAIL & HPCL)

CITY GAS DISTRIBUTION PROJECT IN

INDORE, UJJAIN, PITHAMPUR & INDORE & GWALIOR

NOTICE INVITING TENDER (NIT)

MSTC INSTRUCTIONS TO BIDDERS:

This is an e-Procurement event of **Aavantika Gas Limited**. The e-Procurement service provider is MSTC Ltd., 1st Floor, Tilhan Sangh Bhawan, 1 Arera Hills MPOILFED Building Bhopal-462004 (Madhya Pradesh).

1	<p>Requirement for Vendors: P.C. connected with Internet. Registration with MSTC Portal "https://www.mstcecommerce.com/eproc/" as vendor. Registration is free of cost. The Vendor should possess Class III signing & encryption type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/AGL in no way responsible for this. (Bids will not be recorded without Digital Signature). In case of any clarification, please contact MSTC/AGL (well in advance before the schedule closing time of the e-Tender).</p> <p>CONTACT PERSON at MSTC LTD for Online Assistance:</p> <ol style="list-style-type: none"> 1) MSTC IVRS Helpdesk number: 07969066600 2) Centralized Helpdesk: 033-23400020, 033-23400021, 033-23400022 3) MSTC Bhopal Office numbers: 0755-2552241, 2593772, 2593775, 2593776 4) Mr. Neeraj Mathur, Dy. Manager, Mob. 8871111473, Email: bplopn4@mstcindia.in, mstcbpl@mstcindia.in <p>CONTACT PERSON at Aavantika Gas Limited:</p> <ol style="list-style-type: none"> 1) Mr. Varender Sharma, Ch Manager: Mobile – 9888925792 / Email: varender.sharma@aglonline.net 2) Mr. Himanshu Shrivastava, Manager, Mobile – 9131099726 / Email: himanshu.s@aglonline.net 3) Mr. Anurag Singh, Engineer: Mobile – 86006 90470 / Email: anurag@aglonline.net, cp@aglonline.net, 0731-4222520
2	<p>Special Note towards Transaction fee:</p> <p>The vendors shall pay the transaction fee using "Transaction Fee Payment" Link in the vendor login. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC's designated bank account, the transaction fee shall be auto authorized vendor to submit the bid.</p> <p>Transaction fee is non-refundable.</p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
3	<p>Vendors are instructed to use "My Document" link in "EVENT" menu to upload all scanned copies of documents viz. testimonials, registration certificates etc. in document library. Hard copies of bidding document will not be considered for evaluation.</p> <p>Multiple documents can be uploaded. Once documents are uploaded in the library, vendors can attach documents through Attach Document link for respective e-Tender.</p>
4	<ol style="list-style-type: none"> a) Technical Bid will be opened electronically on specified date and time as given in the NIT. Bidder(s) can witness electronic opening of bid. b) Price bid will be opened electronically of only those bidder(s) whose Technical Bid is found to be technically acceptable. Such bidder(s) will be intimated date of opening of Price bid, through valid email confirmed by them.
5	<p>SPECIAL NOTE:</p> <ol style="list-style-type: none"> a. Bidders are required to ensure that their registered email ID, provided is valid and updated at the stage of registration of vendor with MSTC. Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate). b. Bidders are requested to see the web site once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigendum, if any, will be that of the downloading parties. c. Bidders are also requested to download vendor guide available in login under link "Download Guides" and study the same and post their queries, if any, to MSTC over e-mail well in advance. d. Bidders are requested to give sufficient time to bid in an organized manner and report any problem arisen to MSTC in advance & not in the closing stage.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA

CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

6.0 AVAILABILITY OF TENDER DOCUMENT ON WEBSITE(S):

1) AGL's Tender Website – <https://www.aglonline.net/e-tender/>

2) MSTC Tender Website – https://www.mstcecommerce.com/eproc/event_list.jsp

Note - Bidders are requested to visit the website regularly to keep themselves updated.

Bid must be submitted only on <https://www.mstcecommerce.com/eproc/> Bid(s) received from bidders to whom tender/information regarding this Tender Document has been issued as well as offers received from the bidder(s) by downloading Tender Document from above mentioned website(s) shall be taken into consideration for evaluation & award provided that the Bidder is found responsive and subject to provisions contained in Instructions to Bidders.

7.0 All entries in the tender should be entered in online Technical & Commercial formats on the website of MSTC (e-procurement service provider) without any ambiguity.

8.0 Technical bid will be opened online on specified date and time as given in NIT.

9.0 Bidders are instructed to use **Upload Documents** link in **Document Library** to upload documents in document library. Multiple documents can be uploaded. **Maximum size of single document for uploading is 5 MB.**

Once documents are uploaded in the library, bidders can attach them through Attach Document link against the particular tender. Please note that if documents are not attached to any tender, the same cannot be downloaded by AGL and it will be deemed that vendor has not submitted the documents. For further assistance, follow instructions of vendor guide.

10.0 All notices and correspondence to the bidder(s) shall be sent by email only, till finalization of tender takes place by AGL as well as by MSTC. Hence, the bidders are required to ensure that email address provided by them is valid and updated with MSTC (i.e. service provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).

11.0 (a) At any time prior to the deadline for submission of online tender, the AGL may for any reason, modify the Tender. Please note that there is no provision to take out list of parties downloading the RFP/ tender document from the web site mentioned in NIT. As such, bidders are requested to see the web site once again before the due date of opening to ensure that they have not missed any corrigendum uploaded against the said Tender after downloading the Tender document. The responsibility of downloading the related corrigendum, if any, will be of the bidder only.

(b) Intimation in respect of corrigendum to this NIT (if any) will be sent through email to tenderer(s) who have downloaded the documents from the website. Please see also website <https://www.mstcecommerce.com/eproc/> of MSTC Ltd. The AGL reserves the right to accept or reject any or all the proposals in whole or part without assigning any reasons.

12.0 E-tender cannot be accessed after the due date and time mentioned in NIT.

13.0 Bidding in e-Tender

- 1) Bidder to upload the copies of EMD/MSME/NSIC along with the technical part, however original copy of the same to be submitted in physical form within 7 (Seven) days from the due date of submission of bid. Refund of EMD in case of submission of DD will be made through e-payment or manual cheque (As per Tender terms).
- 2) The process involves Electronic Bidding for submission of Technical bid as well as Priced / Commercial bid.
- 3) Only those bidder(s) who have submitted the above fees can submit their Technical and Commercial bid through internet in MSTC website: www.mstcecommerce.com.
- 4) In all cases bidder should use their own ID and password along with Digital Signature at the time of submission of their bid.

- 5) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- 6) The e-tender floor shall remain open from the pre-announced date & time till the date and time as mentioned above in Notice Inviting Tender.
- 7) All electronic bids submitted, using valid Digital Signing Certificate, during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and the acceptance of the same by AGL (Buyer) will form a binding contract between Buyer and the Bidder for execution of work. Such successful tenderer shall hereafter be called VENDOR.
- 8) **It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.**
- 9) AGL reserves the right to cancel or reject or accept or withdraw or extend tender in full or part as the case may be without assigning any reason thereof.
- 10) No deviation from the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms and conditions for the tender.
- 11) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupees as per UOM indicated in the e-tender floor/ tender document.

14.0 During pre-qualification and evaluation of the e-tender, the AGL may, at its discretion, ask respondents for clarifications on their proposal. The respondents are required to respond within the time frame prescribed by the AGL

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

CUT-OUT SLIP

(Outer Envelope / EMD)

CLIENT	: AGL, INDORE
PROJECT	: CITY GAS DISTRIBUTION PROJECT
BID DOCUMENT NO.	: AGL/Head Office/Contracts and Purchase/19/25-
WORK	26/ET/19[DATA CENTER CLOUD HOSTING]

DUE DATE & TIME	: To, C&P Department Aavantika Gas Limited, Second Floor 202-B, NRK Business Park, Vijay Nagar Square, AB Road, Indore-452010 Telephone: +91 (731) 4222520
-----------------	---

FROM

NAME:

ADDRESS:

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

COVERING LETTER FORMAT IN BIDDER's LETTERHEAD

Bidder Ref No.

Date:

To,
Manager
Contracts and Procurement
Dept. Aavantika Gas Limited
Second Floor 202-B, NRK
Business Park, Vijay Nagar
Square, AB Road, Indore-452010
Tel- +91 (731) 4222520

Tender No. AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

Subject: Letter of Bid Submission against Tender No. **AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]** for **HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

Dear Sir,

With reference to above mentioned subject, please find enclosed herewith our Bid on behalf of "**BIDDER's COMPANY NAME**", along with Tender documents and below enclosures as required for the Bid;

1. (Document Name e.g. EMD details, Bidder's General Information) 2.
3.
4.
5.
6.
7.

Thanks and Regards,

Submitted By: - "**BIDDERS COMPANY NAME**"

Authorized Person: -

Designation: -

Authorized Signatory

INDEX

S. No.	Section	Particulars
1.	Section – I	Invitation for Bid (IFB)
2.	Section – II	Instructions to Bidders (ITB)
3.	SECTION – III	Scope of Work, Payment Terms and Other Special Conditions
4.	SECTION – IV	General Condition of Contract - Goods (GCC-Works)
5.	SECTION – V	Forms and Format
6.	SECTION – VI	Schedule of Rates (SOR)

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

SECTION I

INVITATION FOR BIDS (IFB)

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA

CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

Aavantika Gas Limited (AGL) (hereinafter referred as Owner), is supplying Piped Natural Gas (PNG) to domestic, commercial and Industrial consumers and Compressed Natural Gas (CNG) to automobiles in Indore, Ujjain and Gwalior cities of Madhya Pradesh. AGL invites digitally signed (encrypted) bids under single stage Two Bid system from eligible bidders for PROCUREMENT OF SECURITY SOLUTION LICENSES

1.0 PROJECT : **CITY GAS DISTRIBUTION PROJECT FOR INDORE, UJJAIN, PITHAMPUR & GWALIOR**

2.0 ITEM & QUANTITY REQUIRED : **MENTIONED IN SCHEDULE OF RATES (SOR)**

3.0 SCOPE OF WORK : **HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

4.0 CONTRACT PERIOD :

Completion period for Commissioning of Cloud based services for AGL Servers and backup & instances hosting on Azure cloud services shall be 45 days from date of Issue of LOI, However the validity of Cloud hosting data backup services for Data Center shall be three (03) years from date of Commissioning of Cloud based services.

5.0 BID VALIDITY : **4 MONTHS FROM BID DUE DATE.**

6.0 BID SECURITY / EMD

EMD	Rs. 2.24,000 in the form of DD or BG
------------	---

The bid security shall be in the form of Demand Draft or Bank Guarantee in favour of Aavantika Gas Limited, Indore (India), valid for 2 months in excess of bid validity period i.e. for 06 months in the prescribed format (Form F-4) of the bid document.

Bidders registered with NSIC/MSME under its single point registration scheme are exempted from furnishing Bid Security. Submission of Bid Security/EMD is exempted only when bidder is relevantly registered under NSIC / MSME scheme.

NSIC / MSME certificate (updated & valid as on due date of submission to be submitted) shall be duly attested by CHARTERED ACCOUNTANT (CA) AND NOTARY PUBLIC WITH LEGIBLE STAMP.

NOTE:

Bidder to upload the copy of EMD or NSIC/MSME Certificate along with the technical part, however copy of the same uploaded document is to be submitted in a separate envelope scribbled with the Tender number, Tender Subject, Name of the bidder and Bid due date in physical form within 7 (Seven) days from the due date of submission of bid at the communication address:

Contract & Procurement Dept.

Aavantika Gas Limited

202-B, NRK Business Park,

Vijay Nagar Square, Indore-452010 (M.P)

Phone: 0731-4222520

PLEASE NOTE THAT CUTOUT SLIP (ATTACHED IN THIS TENDER DOCUMENT-PAGE NO. 8) TO BE PASTED OUTER OF THE EMD ENVELOPE.

7.0 BID DOCUMENT FEE (NON-REFUNDABLE & NON-TRANSFERABLE): Nil

8.0 The Bid Document calls for offers on single point "Sole Bidder" basis. Bidders are advised not to submit offers in "Consortium" or "Joint Bid". Joint bid referred herein is an offer, which seeks order to be placed on more than one party / co-bidder.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

9.0 The prices once quoted shall not be changed whether resulting or arising out of any subsequent technical / commercial clarifications sought regarding the bid and even if any deviation or exclusion may be specifically stated in the bid.

10.0 Bidder is advised to quote strictly as per scope & terms and conditions of bid document and not to stipulate any deviation / exceptions.

11.0 Purchaser reserves the right to accept or reject any or all bids received at its absolute discretion without assigning any reason, whatsoever.

12.0 Bid document is non-transferable. Bids received from bidders in whose name Bid Document has been issued shall only be considered. Bidder must submit the Bid Document Fee in their name. Bid Document Fee will be submitted by Bidders as per Clause 7.0 above.

13.0 Bidder shall ensure that Bid Security having a validity of 2 months beyond the offer validity, i.e. validity of 6 months from the bid due date, must accompany the offer in the format made available in the Bid Document. Offer, if unaccompanied with Bid Security, shall be rejected.

14.0 Bids complete in all respects should reach on or before the BID DUE DATE AND TIME. Fax/ Telegraphic/ E-Mail bids shall be rejected.

15.0 AGL shall not be responsible for cost incurred in preparation and delivery of bids.

16.0 This is **ZERO DEVIATION** bid document. The bids shall be evaluated as received without any Reference to the bidder. The Bids not meeting the Technical Specifications mentioned in the Technical Part (Vol. II of II) of this Tender Document will be rejected.

17.0 AGL reserves the right to reject any or all the bids received at its discretion without assigning any reason whatsoever.

18.0 BID EVALUATION CRITERIA - TECHNICAL:

Sr. No.	Technical Criteria	Documents to be Submitted
1.	Bidder should have executed at least one similar work (in line with the scope of work of AGL) of supply, Installation, testing and commissioning of cloud hosting services having minimum executed value of Rs 18.5 Lakh executed during the last 05 years reckoned from bid due date in a single order for Public/Private sector companies/Govt. Sectors/PSU/Semi Govt. Sectors/MSME industries/Undertaking companies.	Copy of Order of award and Its Completion Certificate issued by Client. The Completion Certificate should have cross reference to the Order of award along with executed value and contract period. In case of running order, bidder can submit provisional completion certificate. In absence of Completion Certificate issued by Client, bidder has to provide Tax invoice along with payment advice and proof of payment.
2.	(OEM/Authorized Partners): 1. Bidder should be an Original Equipment Manufacturer (OEM) of the products for which they are quoting as per SOR.OEM can quote either directly or through their authorized System integrator (SI)/ Business partner (BP).	1. In case bidder is an OEM, bidder has to submit a self-Declaration on their letter head that the bidder is OEM of the products for which they are quoting as per SOR.

2. In case OEM prefer to quote through their authorized SI/BP, the SI/BP should submit a valid Letter of certification of Cloud Partner on OEM's letterhead duly signed and stamped by OEM's authorized signatory as well as acknowledged by the concerned SI/BP towards their acceptance of the same.	2. In case bidder is a System Integrator (SI)/Business Partner authorized by OEM, they should submit a valid certificate on the Letterhead of OEM that Bidder is authorized SI/BP of the OEM for sale, installation and support of the products for which they are quoting as per SOR in India, as on the date of submission of the bids.
--	---

19.0 BID EVALUATION CRITERIA - COMMERCIAL:**• Turnover**

The contractor should have achieved a minimum turnover of Rs. **18.5 Lakhs** in any one of the last 3 (three) audited financial years

• Working Capital

The contractor should have achieved a minimum working of Rs. **3.5 lakhs** in the last audited balance sheet

• Net Worth

Net worth must be positive as per last audited financial statement.

Contractors must submit copy of financial statements including Balance Sheet and Profit & Loss account statement certified by Chartered Accountant for last three audited financial years in support of the above.

Bidder must submit copy of financial statements including Balance Sheet and Profit & Loss account statement certified by Chartered Accountant (with UDIN No., MRN and Seal and Sign) for last three audited financial years in support of the above.

• Declaration Letter/Certificate for line of credit (If the bidder's working capital is inadequate)

i) *Declaration Letter/Certificate for line of credit due to short fall of working capital shall be from single bank only. Letters from multiple banks shall not be applicable. However, banking syndicate will also be acceptable wherein a group of banks can jointly provide line of credit to the bidder.*

ii) *The bank shall be required to issue the letter from declaration/certificate of line of credit on their letter head along with the contact details of the issuing authority like email id, contact number etc. The Format for certificate from Bank for Line of Credit is attached as FORM-3C.*

All documents in support of BEC should be scanned and uploaded in the e tendering portal. In absence of requisite documents, AGL reserves the right to reject the bid without making any reference to bidders.

20.0 EVALUATION AND COMPARISON OF BIDS:

- Evaluation shall be done on overall lowest quoted rate basis for complete scope of work.
- If the quoted amount of two or more L-1 ranked bidders are same, then items will be awarded to that L-1 bidder whose Turnover as per Last Audited Balance Sheet will be higher.
- In case it is observed that a bidder has not quoted for any item in the Schedule of Rates, for the purpose of evaluation the maximum rate quoted by the other qualified bidders for such items shall be considered. If after evaluation, such bidder is found to be the lowest evaluated bidder, the rate for the missing item, the minimum rate quoted by the other qualified bidders for such item shall be considered for award and an overall discount shall be obtained from the bidder so as to maintain his total quoted amount unchanged. In case bidder does not agree to offer discount to maintain his originally evaluated overall price then the bid is liable for rejection*

21.0 PERFORMANCE BANK GUARANTEE:

Within 15 days from the date of issue of Purchase Order, the bidder shall furnish Performance Guarantee in the form of Bank Guarantee to the client, for an amount equivalent to **10%** of the order value (Excluding taxes and duties). Performance bank guarantee shall be valid for a period of 3 months

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

beyond the expiry of the Contract Period.

22.0 COMPLETION PERIOD:

Completion period for Commissioning of Cloud based services for AGL Servers and backup & instances hosting on Azure cloud services shall be 45 days from date of Issue of LOI, However the validity of Cloud hosting data backup services for Data Center shall be three (03) years from date of Commissioning of Cloud based services.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

SECTION - II

INSTRUCTIONS TO BIDDERS

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

A. Introduction

1 SCOPE

- 1.1 The Purchaser invites sealed bids for the entire work as specified in the Bid documents (Hereafter referred to as the Work).
- 1.2 The Bid document specifies the contractor scope of work, terms & conditions.
- 1.3 All terms, conditions and specifications of the Bid document shall be construed as applicable in general, unless specifically indicated to the contrary.
- 1.4 Bidders shall quote in the manner as specified in the Bid document. Purchaser reserves the right to evaluate and accept bids at their sole discretion. The provisions of this clause shall supersede any contrary provisions expressly stated or implied anywhere else in the Bid document.

2 ELIGIBILITY OF BIDDERS.

- 2.1 Bidders shall as part of their bid, submit a written Power of Attorney authorizing the signatory of the bid to bind the bidder.
- 2.2 Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consultancy services for the preparation of the design, specifications, and other documents to be used for carrying out similar Works under this Invitation for Bids.
- 2.3 The Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Purchaser in accordance with ITB.

3 ONE BID PER BIDDER

- 3.1 A bidder shall submit only one bid in the same bidding process. A bidder who submits or participates in more than one bid will be disqualified.
- 3.2 Alternative bids are not acceptable.

4 COST OF BIDDING

- 4.1 The bidder shall bear all costs incurred & associated with the preparation and submission of the bid, and Purchaser will in no case be responsible or liable for this cost, regardless of the conduct or outcome of the bidding process.

5 NON-TRANSFERABILITY OF THE BID DOCUMENTS

- 5.1 Bid Documents are non-transferable. The party to whom the Bid documents are issued may only furnish the bid. The bid received from any party other than to whom the Bid documents are issued shall be rejected immaterial of fact of any relationship between party to whom Bid documents are issued and party, who furnished the bid.

6 SITE VISIT

- 6.1 The bidder is advised to visit and examine the site of works and its surroundings and obtain for himself on his own responsibility, all information that may be necessary for preparing of the bid and entering into contract. The cost of visiting the site shall be at bidder's own expenses.
- 6.2 The bidder or any of its personnel or agents will be granted permission by the Purchaser to enter upon its premises and land for the purpose of such visits, but only upon the

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

Express condition that the bidder, its personnel, and agents will release and indemnify the Purchaser and its personnel and agents from and against all liabilities in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any loss, damage, costs, and expenses incurred as a result of the inspection.

B. BID DOCUMENTS

7 CONTENTS OF BID DOCUMENTS

7.1 The Bid Documents are those stated below and should be read in conjunction with any corrigendum issued in accordance with clause 9.2 of Instruction to Bidder (ITB):

- 7.1.1 Invitation for Bid (IFB)
- 7.1.2 Instruction to Bidders (ITB)
- 7.1.3 Scope of Work, Payment Terms and Other Special Conditions
- 7.1.4 General Conditions of Contract-Goods (GCC-Works)
- 7.1.5 Forms and Formats and Appendix
- 7.1.6 Schedule of Rates (SOR)

7.2 The bidder is expected to examine all instructions, forms, terms, specifications and drawings in the bid documents. The Bid Documents together with all its attachment thereto, shall be considered to be read understood and accepted by the bidder. Failure to furnish all information required by the Bid documents or submission of a bid not substantially responsive to the Bid documents in every respect will be at bidder's risk and may result in the rejection of the Bid.

8 CLARIFICATION ON BID DOCUMENTS

8.1 A prospective bidder requiring any clarification of the Bid Documents may notify Purchaser in writing or by fax at the address mentioned in the Invitation for Bid (IFB). Purchaser will respond in writing to any request for clarification of the Bid documents which it receives after issue of bid documents. Written copies of Purchaser's response (including an explanation of the query, if required, but without identifying the source of the query) will be sent to all prospective bidders who have received the Bid documents.

9 AMENDMENT OF BID DOCUMENTS

9.1 At any time prior to the bid due date, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bid documents, by issuing corrigendum.

9.2 Any corrigendum thus issued shall be part of the Bid documents pursuant to ITB Clause-17 and shall be notified in writing by fax / post to all prospective bidders, who have received the Bid documents. Prospective bidders shall promptly acknowledge receipt of each corrigendum by fax/ post to the Purchaser.

9.3 The Purchaser may, at its discretion, extend the bid due date in order to allow prospective bidders, a reasonable time to furnish their most competitive bid taking into account the amendments issued.

9.4 In order to allow reasonable time to respond to bidders' queries, bidders must submit their queries, if any, at least seven (07) days before the bid submission due date. Queries received after this period will not be considered.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

C. PREPARATION FO BID DOCUMENT

10 LANGUAGE OF BID

10.1 The bid prepared by the bidder as well as all correspondence/ drawings and documents relating to the bid exchanged by bidder shall be written in English language, provided that any printed literature furnished by the bidder may be written in another language so long as accompanied by an ENGLISH translation, in which case, for the purpose of interpretation of the bid, the ENGLISH translation shall govern.

11 DOCUMENTS COMPRISING THE BID

11.1 The bid prepared by the bidder shall comprise of the following components:

11.1.1 Techno-Commercial Un priced - Bid (PART-I).

- A. Covering letter with bidder's offer number.
- B. Bidder's General Details / information as per format F-1.
- C. Bid Security (EMD) as per format F- 4. (**Bids received without EMD shall be rejected**)
- D. Copies of various documents as required under Forms and Format and appendix
- E. Copy of Un-Priced SOR marked "QUOTED" against the items quoted.
- F. E Signed Copy of Tender Document, VOLUME I and II
- G. Documents required in Bid Evaluation Criteria
- H. Documentary evidence established in accordance with ITB that the bidder is eligible to bid and is qualified to perform the contract if its bid is accepted.
- I. Addendum / Corrigendum, if any, to the Tender.
- J. Power of Attorney/Authorization Letter authorizing the signatory of the bid.

11.1.2 "Online Price Bid – Not to be Opened with Un-Priced Bid".

Bidder has to quote rate in the Price Format duly available on Bidding floor during submission of Price against the SOR on MSTC Portal.

12 BID PRICES

12.1 The Prices should be quoted in INR only.

12.2 The Bidder shall indicate in the appropriate Price Schedule, the unit prices (where applicable) and total price of the services / works it proposes to execute under the contract. If quoted in separate typed sheets and any variation in item description, unit or quantity is noticed, the bid is liable to be rejected.

12.3 Bid quoted for part scope is liable to be rejected.

12.4 Prices quoted by the bidder, shall remain firm, fixed and valid until completion of the contract and will not be subjected to any variation, except statutory variation (as specified in Bid document.)

12.5 All corrections and alterations in the entries shall be signed in full by the bidder with date. No erasures or over-writings are permissible.

12.6 Bidder shall quote the all-inclusive prices as per scope of work and SOR, taking into consideration all applicable taxes, duties, overheads, provision of safety gadgets to their personnel, transportation, conveyance, trainings, recruitments, communication charges, cost for providing tools & tackles, equipment's, machineries, minimum spares, etc. and nothing extra shall be payable by the Purchaser.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

13 PERIOD OF VALIDITY OF BIDS

13.1 The bid shall remain valid for 4 months from the bid due date. Purchaser may reject a bid which is valid for a shorter period being non-responsive.

13.2 In exceptional circumstances, prior to expiry of the original bid validity period, the Purchaser may request that the bidder extend the period of bid validity for a specified additional period. The requests and the responses thereto shall be made in writing (by fax/ post/ e-mail). A bidder can refuse the request without forfeiture of his bid security. A bidder agreeing to the request will not be required or permitted to modify his bid, but will be required to extend the validity of its bid security for the period of the extension and in accordance with ITB clause 14 in all respects.

14 BID SECURITY

14.1 Pursuant to IFB Clause No. 6, the bidder shall furnish, as part of his bid, bid security in the amount specified in the Invitation for Bids.

14.2 The bid security is required to protect the Purchaser against the risk of bidder's conduct which would warrant the security's forfeiture, pursuant to ITB Clause- 14.7

14.3 The bid security will be in Indian Rupees and shall be in the form of Demand Draft / Banker's Cheque is to be drawn in favor of **Aavantika Gas Ltd**, payable at Indore or in the form of Bank Guarantee as per format F-4 enclosed in the Bid Document.

14.4 Any bid not secured in accordance with ITB Clause 24 and ITB Clause 14.3 may be rejected by the Purchaser as non-responsive.

14.5 Unsuccessful bidder's bid security will be discharged/ returned, as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by the Purchaser, pursuant to ITB Clause-13.

14.6 The successful bidder's bid security will be discharged upon the bidder's accepting the Order, pursuant to ITB Clause- 34 and furnishing the Contract Performance Guarantee pursuant to ITB Clause- 35.

14.7 The bid security may be forfeited:

14.7.1 If a bidder withdraws his bid during the period of bid validity.

14.7.2 In the case of a successful bidder, if the bidder fails:

- i) To accept the Purchase Order in accordance with ITB Clause- 34 or
- ii) To furnish Performance Guarantee in accordance with ITB Clause-35
- iii) To accept correction of errors pursuant to ITB Clause- 26

14.8 Bid Security must indicate the Bid Document number and the item for which the bidder is quoting. This is essential for proper co-relation at a later date. The Bid Security in the form of Bank Guarantee shall be as per the format provided in the Bid Document.

14.9 The Indian / Domestic firms registered with NSIC/MSME, under its single point registration scheme are exempted from furnishing Bid Security and Tender fees. NSIC / MSME certificate submitted shall be duly attested by CHARTERED ACCOUNTANT (CA) AND NOTARY PUBLIC WITH LEGIBLE STAMP.

15 FORMAT AND SIGNING OF BID

15.1 The bidder shall prepare the document comprising the bid as per clause 11 of ITB.

15.2 The bid shall be typed or written in indelible ink and shall be signed by the person or persons duly authorized to sign on behalf of the bidder. The name and position held by each person signing must be typed or printed below the signature. All pages of the bid

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

except any catalogues / literatures shall be signed and sealed by the person or persons signing the bid.

15.3 The bid shall contain no alterations, omissions or additions, unless such corrections are signed & sealed by the person or persons signing the bid.

16 ZERO DEVIATION

16.1 Bidder to note that this is a zero deviation Tender. AGL will appreciate submission of offer based on the terms and conditions in the enclosed General Conditions of Contract (GCC), Special Conditions of Contract (SCC), Instructions to Bidder (ITB), Scope of work, technical specifications etc. to avoid delay in seeking clarifications on technical/commercial aspects of the offer. Bids with any deviation to the bid conditions shall be liable for rejection.

D. SUBMISSION OF BIDS

17 SEALING AND MARKING OF BIDS (NOT APPLICABLE)

17.1 Bid shall be submitted in the following manner in separate sealed envelopes duly super scribed as below:

Envelope - I – Techno-commercial / Un-priced bid

Envelope - II- Priced Bid “Not to be opened with Un-Priced Bid”

Envelope – III – Tender Fees / MSME / NSIC

17.2 All three envelopes containing EMD/MSME/NSIC & Bid Documents, Price Bids and Tender Fees shall further be sealed in one Master (outer) envelope super - scribing Name of Project, Tender Document Number and shall be addressed to the Purchaser at the address given in IFB.

17.3 Each envelop shall indicate name and address of the bidder to enable the bid to be returned unopened, if warranted.

17.4 If the outer envelope is not sealed and marked as above, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid and its consequential rejection. The Purchaser recommends submission of Bids in – person and will assume no responsibility for any delay / damage to the bids received by Post / Courier.

18 DEADLINES FOR SUBMISSION OF BID

18.1 The Bid must be received by Purchaser (AGL) at the address as specified in IFB but not later than the time and date as specified in IFB.

18.2 The Purchaser may, in exceptional circumstances and at its discretion, on giving reasonable notice by fax or any written communication to all prospective bidders who have been issued the bid document extend the deadline for the submission of bids in which case all rights and obligations of the Purchaser and bidders, previously subject to the original deadline will thereafter be subject to deadline as extended.

19 LATE BIDS

19.1 Any bid received by the Purchaser after the deadline for submission of bid pursuant to clause no. 18 of ITB will be declared “Late” and rejected and may be returned unopened to the bidder at the sole discretion of the Purchaser.

20 MODIFICATION AND WITHDRAWAL OF BIDS

20.1 The bidder may modify or withdraw its bid after the bid submission, but, before the due date of submission provided that written notice of the modification, including substitution or withdrawal of the bid, is received by the Purchaser prior to the deadline prescribed for submission of bids.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

- 20.2 The bidder's modification or withdrawal notice shall be prepared, sealed, marked and delivered in accordance with the Bid document, with the outer envelopes additionally marked "modification" or "withdrawal" as appropriate. A withdrawal notice may also be sent by fax/post, but followed by signed confirmation copy, post marked not later than the deadline for submission of bids.
- 20.3 No bid shall be modified after the deadline for submission of bid.
- 20.4 No bid shall be allowed to be withdrawn 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 form. Withdrawal of a bid during this interval shall result in the bidder's forfeiture of its bid security, pursuant to clause 14.7 of ITB.

E. BID OPENING AND EVALUATION

21 BID OPENING

- 21.1 The Purchaser will open all bids in the presence of Bidders' representatives who choose to attend, at the time, on the date and place (as specified in IFB). The Bidders' representatives, who are present, shall sign a register evidencing their attendance, if so required by the Purchaser.
- 21.2 The Bidder's names, bid modifications or withdrawals, and the presence or absence of requisite Bid Security (EMD) and such other details as the Purchaser, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids.
- 21.3 Bids (and modifications sent pursuant to ITB Clause 30) that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Bidder's specific attention is drawn to this stipulation to enable the representative of the Bidder at the bid opening time to bring out to the attention for the Purchaser any documents pertaining to its bid is not being acknowledged and relevant portions read out.
- 21.4 The Purchaser will prepare a bid opening statement to be signed by all representatives present during bid opening.

22 CLARIFICATION OF BID

- 22.1 During evaluation of the bids, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

23 CONTACTING THE PURCHASER

- 23.1 From the time of the bid opening to the time of the award, if any bidder wishes to contact the Purchaser for any matter relating to the bid it should do so in writing.
- 23.2 Any effort by a bidder to influence the Purchaser in any manner in respect of bid evaluation or award will result in the rejection of that bid.

24 PRELIMINARY EXAMINATION OF BIDS

- 24.1 Techno-Commercial Bid Evaluation
- 24.1.1 The Purchaser will examine the bids to determine whether they are complete, whether required securities have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 24.1.2 Prior to the detailed evaluation, the Purchaser will determine whether each bid is of acceptable quality, is generally complete and is responsive to the Bid Documents. For the

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

purpose of this determination, a responsive bid is one, which confirms to all the terms, conditions and specification of the Bid document, without deviations, objections, conditionality or reservations.

24.1.3 No deviation, whatsoever, is permitted in the Bid Documents and the price bids of those bidders, whose technical and commercial bids contain any exception to the conditions and stipulations of the Bid Documents may not be opened.

24.1.4 The Purchaser's determination of bid responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. If a bid is non-responsive, it may be rejected by the Purchaser.

24.1.5 The Purchaser will carry out a detailed evaluation of the bids previously determined to be responsive in order to determine whether the technical aspects are in accordance with the requirements set forth in the Bid documents. In order to reach such a determination, the Purchaser will examine and compare the technical aspects of the bids on the basis of the information supplied by the bidders, taking into account the following factors:

24.1.5.1 Overall completeness and compliance with the Technical Specifications, quality functions and operations of any process control concept included in the bid. The bid that does not meet minimum acceptable standard of completeness, consistency and detail will be rejected as non-responsive.

24.1.5.2 Any other relevant factor, if any that the Purchaser deems necessary or prudent to be taken into consideration.

24.1.5.3 Requisite forms contain all necessary information stipulated in the Bid Document.

25 REJECTION CRITERIA

25.1 Minor nonconformities may be neglected and/or bidders may be required to rectify such minor nonconformities.

25.2 The provisions of the following clauses of the Bid document must be adhered to, failing which the bid shall be considered as non-responsive and shall be summarily rejected:

25.2.1 Bid Security (EMD/MSME/NSIC) i.e. non-submission, shorter Value (EMD) or Bid Security (EMD) not complying with the specified requirements.

25.2.2 Submission of Contract Performance Bank Guarantee as per tender.

25.2.3 Period of validity of bid.

25.2.4 Firm & fixed Prices throughout execution of work

25.2.5 Offer for complete scope of work

25.2.6 Warranty and guarantee for work executed/ defect liability

25.2.7 Resolution of Dispute/ Arbitration clause.

25.2.8 Payment terms.

25.2.9 Validity of Contract.

25.2.10 Prices as per Schedule of Rates.

25.2.11 Price reduction schedule provisions.

25.2.12 Penalty provisions

25.3 **If any Vendor is adjudged as POOR Performer by AGL in preceding 12 Months from Tender bid due date, the bid submitted by such Vendor will NOT be considered.**

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

26 OPENING OF PRICE BID

- 26.1 The Bidder whose bid is found substantially responsive shall be invited to attend the opening of price bid. Such bidders may be required to attend the price bid opening at a short notice. The place, date and time of price bid opening will be informed to all such Bidders. The Bidders' representatives who are present shall sign a register evidencing their attendance.
- 26.2 The bid prices and discounts, if any stated in the price schedules will be announced during price bid opening.

27 ARITHMETIC CORRECTIONS

- 27.1 The bids will be checked for any arithmetical errors as follows if any, will be rectified on the following basis:
 - 27.1.1 If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected;
 - 27.1.2 If there is a discrepancy between words and figures, the amount in words will prevail;
- 27.2 If the bidder does not accept the correction of errors, its bid will be rejected and the bid security will be forfeited.

28 EVALUATION AND COMPARISON OF BIDS : Refer Serial No. 22 of IFB

29 POST-QUALIFICATION

- 29.1 In the absence of pre-qualification, the Purchaser will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITB.
- 29.2 The determination will take into account the Bidder's financial, technical, and production Capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information as the Purchaser deems necessary and appropriate.
- 29.3 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Purchaser will proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

F. AWARD

30 AWARD CRITERIA

- 30.1 Subject to ITB Clause 21 to 29 of section E, the Purchaser will place the order on the successful bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the order satisfactorily. The Award of work shall be done in accordance with Clause No. 24 and 25 of IFB of this Document.

31 PURCHASER'S RIGHT TO VARY QUANTITIES

- 31.1 Purchaser reserves the right to increase or decrease the quantities specified in the Schedule of Rates, without any change in unit price or other terms and conditions.
- 31.2 Bidder shall note that the quantities mentioned against each activity in Schedule of Rates are tentative only and subject to change based on actual requirement. The unit rates

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

quoted by the bidders shall remain fixed and firm, no price adjustment shall be allowed after bid submission.

32 PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

32.1 Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders the reason for the Purchaser's action.

33 NOTIFICATION OF AWARD / FAX OF INTENT

33.1 Prior to the expiration of period of bid validity, the Purchaser will notify the successful bidder in writing by fax or e-mail to be confirmed in writing that his bid has been accepted.

33.2 The date of Fax of Intent for notification of Award will constitute effective date.

33.3 Upon the successful bidder's furnishing of Contract Performance Bank Guarantee (CPBG), pursuant to ITB Clause 35, the Purchaser will promptly notify each unsuccessful bidder and will discharge the bid security of such bidders.

34 ACCEPTANCE OF PURCHASE ORDER

34.1 Purchaser will issue the Purchase Order to the successful bidder on receipt of acceptance of FOI, within 10 days of award of work, bidder shall sign all pages and return the acceptance copy of the Purchase Order to the Purchaser.

35 CONTRACT PERFORMANCE BANK GUARANTEE

35.1 Within Fifteen (15) days from the date of award, the successful bidder shall furnish the performance guarantee in accordance with Special Conditions of Contract in the form provided in the Bid documents.

35.2 The Contract Performance Bank Guarantee shall be for an amount as defined in Special Conditions of Contract and General Conditions of Contract (GCC) towards faithful performance of the contractual obligations. This bank guarantee shall be valid for a period of 3 months beyond the expiry of the contract, including the defect liability period.

35.3 Failure of the successful bidder to comply with the requirements of this clause shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security.

36 CORRUPT AND FRAUDULENT PRACTICES

36.1 The Purchaser requires that Bidders observe the highest standard of ethics during the execution of Contract. In pursuance of this policy, the Purchaser defines, for the purposes of this provision, the terms set forth below as follows:

- i) "Corrupt Practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of public official in contract execution; and
- ii) "Fraudulent Practice" means a misrepresentation of facts in order to influence the execution of a Contract to the detriment of the Purchaser, and includes collusive practice amongst bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition;

36.2 Purchaser will reject a proposal for award, if it determines that the bidder recommended for award is engaged in corrupt or fraudulent practices in competing for the award in question;

36.3 Purchaser will declare a firm ineligible, either indefinitely or for a stated period of time, if at any time the Purchaser determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing a contract.

37 INCOME TAX LIABILITY

37.1 The bidder shall bear all Income Tax liability, both corporate as well as for his personnel.

38 EMPLOYEE PROVIDENT FUND (EPF) (As Applicable)

38.1 Bidders have to furnish the proof of existing Employee Provident Fund details.

39 GENERAL

39.1 Any failure on the part of the Purchaser at any time to enforce the strict observances of the performance of any of the term(s) and condition(s) or rights, shall not affect or deprive the Purchaser to exercise the same at any later date.

39.2 The work will be supervised by Purchaser's Engineer-In-Charge or his representative and the Contractor has to strictly adhere to his instructions.

39.3 During the tenancy of this contract, Purchaser can increase and/or decrease the quantity of the work/ service (s) required. The quantity of work / service (s) shown in the Schedule of rates is tentative.

39.4 The delivery period shall be reckoned from the date of DO.

39.5 The agreed rates shall remain firm & fixed till the expiry of contract and the contractor shall not be entitled to any inflation, escalation or revision (statutory or otherwise) or any right to claim, whatsoever by way of representation, explanation, statement or alleged representation or an outstanding or promise given or alleged to have been given by any employee of the Purchaser or due to contractor's own ignorance or on account of the difficulties or hardships faced by him. The rates quoted shall be all-inclusive of applicable taxes/ duties and shall remain firm till expiry/entire tenancy of this contract. It is agreed that the bidder has inspected the sites and assessed the nature and the extent of the work including the conditions prevalent under which the work is to be carried out.

40. VENDOR EVALUATION PROCEDURE

1.0 PROCEDURE FOR EVALUATION FOR PERFORMANCE OF VENDORS/SUPPLIERS/CONTRACTORS/CONSULTANTS

2.1 GENERAL

A system for evaluation of Vendors/Suppliers/Contractors/Consultants and their performance is a key process and important to support an effective purchasing & contracting function of an organization.

Performance of all participating Vendors /contractors /consultants need to be closely monitored to ensure timely receipt of supplies from a vendor, completion of an assignment by a consultant or complete execution of order by a contractor within scheduled completion period. For timely execution of project and meeting the operation & maintenance requirement of Operating Plant / Location, it is necessary to monitor the execution of order or contract right from the award stage to completion stage and take corrective measures in time.

2.2 OBJECTIVE

The objective of evaluation of performance aims to recognize, and develop reliable Vendors/ Suppliers/ Contractors/ Consultant so that they consistently meet or exceed expectations and requirements.

The purpose of this is to put in place a system to monitor performance of Vendors/ Suppliers/ Contractors / Consultants associated with AGL in Project and O&M so as to ensure timely completion of various project, timely receipt of supplies including completion of works & services for operation and maintenance of Operating Plant / Location and quality standards in all respects.

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

2.3 METHODOLOGY

i) **Preparation of Performance Rating Data Sheet**

Performance rating data sheet for each and every Vendor/Supplier/Contractor/Consultant for all orders/Contracts with a value of Rs 07 Lakhs and above is recommended to be drawn up. Further, Performance rating data sheet for orders/contracts of Vendor/Supplier/Contractor/Consultant who are on watch list/holiday list/banning list shall be prepared irrespective of order/contract value. These data sheets are to be separately prepared for orders/contracts related to Projects and O&M within 30 days after execution of Order/Contract. Format, Parameters, Process, responsibility for preparation of Performance Rating Data sheet are separately mentioned.

In case of non-performance, these data sheets are to be prepared, as and when need arises.

ii) **Measurement of Performance**

Based on the parameters defined in Data Sheet, Performance of concerned Vendor/Supplier/Contractor/Consultant would be computed and graded accordingly. The measurement of the performance of the Party would be its ability to achieve the minimum scoring of 60% points in the given parameters.

iii) **Initiation of Measures:**

Depending upon the Grading of Performance, corrective measures would be initiated by taking up the matter with concerned Vendor/Supplier/Contractor/Consultant. Response of Vendor/Supplier/Contractor/Consultant would be considered before deciding further course of action.

iv) **Implementation of Corrective Measures:**

Based on the response of Vendor/Supplier/Contractor/Consultant pertaining to ongoing or completed orders/contracts, concerned Authority as specified in PO/WO would take approval from Competent Authority and recommend for continuation or discontinuation of such party from the business of AGL.

v) Orders/contracts placed on Proprietary/OEM basis for O&M will be evaluated and, if required, corrective action will be taken for improvement in future.

Note: All departments other than Projects like O&M, HSE, HR, F&A, Marketing etc. will be covered under definition of O&M.

2.4 EXCLUSIONS:

The following would be excluded from the scope of evaluation of performance of Vendor/Supplier/Contractor/Consultant:

- i) Orders/Contracts below the value of Rs 07 Lakhs if Vendor/Supplier/Contractor/Consultant is not on watch list/holiday list/banning list.
- ii) Orders for Miscellaneous/Administrative items/Non stock Non valued items.

However, concerned Engineer-in-Charge/OICs will continue to monitor such cases so as to minimize the impact on Projects/O&M due to non-performance of Vendor/Supplier/Contractor/Consultant in all such cases.

2.5 PROCESS OF EVALUATION OF PERFORMANCE OF VENDORS/ SUPPLIERS/CONTRACTOR/CONSULTANTS

2.5.1 FOR PROJECTS:

- i) Evaluation of performance of Vendors/Suppliers/Contractors/Consultants in case of PROJECTS shall be done within 30 days of Commissioning of any Project / Completion of Contract.
- ii) On commissioning of any Project, EIC (Engineer-in-charge)/ Project-in-charge shall prepare a Performance Rating Data Sheet (Format enclosed) for all Orders and Contracts excluding cases under Para 2.4.

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

iii) Depending upon the Performance Rating, following action need to be initiated by Engineer-in-charge/Project-in-charge:

Sr. No.	Performance rating	Action
1	POOR	Seek explanation for Poor performance
2	FAIR	Seek explanation for Fair performance
3	GOOD	Letter to the concerned for improving performance in future
4	VERY GOOD	No further action
5	EXCELLENT	Appreciation Letter to the concern

iv) Reply from the concerned Vendor/Supplier/Contractor/Consultant shall be examined by EIC. In case of satisfactory reply, Performance Rating data sheet to be closed with a letter to the concerned for improving performance in future.

v) When no reply is received or reasons indicated are unsatisfactory, the following actions need to be taken based on recommendations of site level committee and HO level committee:

The methodology for processing of cases of “POOR” (as per Performance Rating) shall be as under:

i) *Within 7 days of issuance of explanation Letter by EIC or no reply/receipt of non-satisfactory reply to explanation letter for “Poor” Performance Rating, site level committee will recommend the case to HO level committee.*

ii) *On receipt of above details from Site level committee, HO level committee will take approval from Competent Authority and accordingly HOD (C&P) will issue Advisory notice (duly vetted by Law Department) to Vendor/Supplier/Contractor/Consultant for putting them on watch list for a Period of Three (03) Years.*

The copy of Advisory notice will also be sent to all OICs/HoDs for instructing EICs to closely monitor the performance of such Vendor/Supplier/Contractor/Consultant in other ongoing/new Orders/Contracts placed on them.

Simultaneously AGL’s SAP/Portal will be Yellow Flagged for such Vendor.

iii) *For the case of “Subsequent Instances” in other ongoing order (s)/ contract (s) or new order (s)/ contract (s) on such Vendor/Supplier/Contractor/Consultant, the matter will be deliberated by the site level committee and recommendations to be forwarded to C&P for further deliberation by a HO Level Committee consisting of following:*

- (1) HOD (C&P)
- (2) HOD (F&A)
- (3) HOD (HSE-Q)
- (4) HOD of Concerned department.

All other subsequent process of committee recommendation for issuance of Show Cause Notice (SCN) cum suspension order, vetting of same etc will be as per vendor performance.

On receipt of reply to SCN, C&P will forward the same to concerned OIC/HoD at HO for point wise reply to issues bought out by Vendor/Supplier/Contractor/Consultant in their reply to show cause notice.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

On receipt of recommendation from site committee through OIC/HoD at HO, the matter will once again be deliberated by the aforesaid HO level committee. All other subsequent process of committee recommendation for keeping the Vendor/Supplier/Contractor/Consultant on holiday or otherwise, vetting of speaking order, approval etc. will be as per vendor performance.

A) **Where Performance rating is “POOR”** (as per Performance rating carried out after execution of Order/Contract and where no reply/unsatisfactory reply is received from party against the letter seeking the explanation from Vendor/Supplier/Contractor/Consultant along with Sharing the Performance rating)

Recommend such defaulting Vendor/Supplier/Contractor/Consultant for the following action:

1. Poor Performance on account of Quality (if marks obtained against Quality parameter is less than 20):
 - a) **First Instance: Holiday (Red Card) for Two Years, and effect of Holiday will be as mentioned in Clause No. 2.7**
 - b) **Subsequent instance (s) in other ongoing order (s) / contract (s) or new order (s) / contract (s) on such Vendor/ Supplier/ Contractor/ Consultant: Holiday (Red Card) for Three Years**
2. Poor Performance on account of other than Quality (if marks obtained against Quality parameter is more than 20):
 - a) **First such instance: Advisory notice (Yellow Card)** shall be issued and Vendor/Supplier/Contractor/Consultant shall be put on watch list for a period of Three (03) Years.
 - b) **Second such instance in other ongoing order (s) / contract (s) or new order (s) / contract (s) on such Vendor/ Supplier/ Contractor/ Consultant: Putting on Holiday (red Card) for a period of One Year.**
 - c) **Subsequent instances (more than two) in other ongoing order (s) / contract (s) or new order (s) / contract (s) on such Vendor/ Supplier/ Contractor/ Consultant: Putting on Holiday (Red Card) for Three Years**

(B) Where Poor/Non-Performance leading to termination of contract or offloading of contract due to poor performance attributable to Vendor/Supplier/Contractor/Consultant (under relevant Contract Clauses)

(a) **First Instance: Advisory notice (Yellow Card)** shall be issued and Vendor/Supplier/Contractor/Consultant shall be put on watch list for a period of Three (3) Years.

Further such vendor will not be allowed to participate in the re-tender of the same supply/work/services of that location which has terminated/offloaded. Moreover, it will be insured that all other action as per provision of contract including forfeiture of Contract Performance Security (CPS) etc. are undertaken.

However, such vendor will be allowed to participate in all other tenders and to execute other ongoing order/contract (s) or new contract / order (s).

The Yellow card will be automatically revoked after a period of three years unless the same is converted into Red Card due to subsequence instances of poor/non-performance in other ongoing order (s)/ contract (s) or new order (s)/ contract (s) on such Vendor/Supplier/Contractor/Consultant.

(b) **Second instances** in other ongoing order (s)/ contract (s) or new order (s)/ contract (s) on such Vendor/Supplier/Contractor/Consultant: **Holiday (Red Card)** for period of One Year and they shall also to be considered for suspension.

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

(c) **Subsequent instances (more than two)** in other ongoing order (s)/ contract (s) or new order (s)/ contract (s) on such Vendor/Supplier/Contractor/Consultant: **Holiday (Red card) for period of Three Years and they shall also to be considered for suspension.**

A provision in AGL's SAP/Portal will be made for flagging **(Yellow card and Red card)** of such Vendor/Supplier/Contractor/Consultant so as to track their performance. List of such Vendor/Supplier/Contractor/Consultant shall also be uploaded on the AGL's intranet/web site.

Further, the bidder status regarding Yellow card should be mentioned in the **TCR/Proposal for Price Bid Opening** so that delivery/execution may be closely monitored by the concerned.

2.5.2 FOR CONSULTANCY JOBS

Monitoring and Evaluation of consultancy jobs will be carried out in the same way as described above in 2.5.1 except the functions of Project Manager will be performed by concerned In-charges of user departments such as Project, Marketing, HR, Finance, HSE etc.

2.5.3 FOR OPERATION & MAINTENANCE:

- i) Evaluation of performance of Vendors/Suppliers/Contractors/Consultants in case of Operations and maintenance shall be done within 30 days of execution of order/contract or Completion of Contract.
- ii) After execution of orders/contracts a Performance Rating Data Sheet (Format enclosed) shall be prepared by respective Engineer-in-Charge excluding cases under Para 2.4.
- iii) Depending upon the Performance Rating, following action need to be initiated by Engineer-in-charge:

Sl. No.	Performance rating	Action
1	POOR	Seek explanation for Poor performance
2	FAIR	Seek explanation for Fair performance
3	GOOD	Letter to the concerned for improving performance in future
4	VERY GOOD	No further action
5	EXCELLENT	Appreciation Letter to the concern

- iv) Reply from the concerned Vendor/Supplier/Contractor/Consultant shall be examined. In case of satisfactory reply, Performance Rating data sheet to be closed with a letter to the concerned for improving performance in future.
- v) When no reply is received or reasons indicated are unsatisfactory, the following actions need to be taken based on recommendations of site level committee and HO level committee:

The methodology for processing of cases of "POOR" (as per Performance Rating) shall be as under:

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

- i) *Within 7 days of issuance of explanation Letter by EIC or no reply/receipt of non-satisfactory reply to explanation letter for "Poor" Performance Rating, site level committee will recommend the case to HO level committee.*
- ii) *On receipt of above details from Site level committee, HO level committee will take approval from Competent Authority and accordingly HOD (C&P) will issue Advisory notice (duly vetted by Law Department) to Vendor/Supplier/Contractor/Consultant for putting them on watch list for a Period of Three (03) Years.*
The copy of Advisory notice will also be sent to all OICs/HoDs for instructing EICs to closely monitor the performance of such Vendor/Supplier/Contractor/Consultant in other ongoing/new Orders/Contracts placed on them.
Simultaneously AGL's SAP/Portal will be Yellow Flagged for such Vendor.
- iii) *For the case of "Subsequent Instances" in other ongoing order (s)/ contract (s) or new order (s)/ contract (s) on such Vendor/Supplier/Contractor/Consultant, the matter will be deliberated by the site level committee and recommendations to be forwarded to C&P for further deliberation by a HO Level Committee consisting of following:*
 - (5) HOD (C&P)
 - (6) HOD (F&A)
 - (7) HOD (HSE-Q)
 - (8) HOD of Concerned department.*All other subsequent process of committee recommendation for issuance of Show Cause Notice (SCN) cum suspension order, vetting of same etc will be as per vendor performance.*
On receipt of reply to SCN, C&P will forward the same to concerned OIC/HoD at HO for point wise reply to issues bought out by Vendor/Supplier/Contractor/Consultant in their reply to show cause notice.
On receipt of recommendation from site committee through OIC/HoD at HO, the matter will once again be deliberated by the aforesaid HO level committee. All other subsequent process of committee recommendation for keeping the Vendor/Supplier/Contractor/Consultant on holiday or otherwise, vetting of speaking order, approval etc. will be as per vendor performance.

A) **Where Performance rating is "POOR"** (as per Performance rating carried out after execution of Order/Contract and where no reply/unsatisfactory reply is received from party against the letter seeking the explanation from Vendor/Supplier/Contractor/Consultant along with Sharing the Performance rating)

Recommend such defaulting Vendor/Supplier/Contractor/Consultant for the following action:

1. Poor Performance on account of Quality (if marks obtained against Quality parameter is less than 20):
 - a) First Instance: Holiday (Red Card) for Two Years, **and effect of Holiday will be as mentioned in Clause No. 2.7**
 - b) Subsequent instance (s) in other ongoing order (s) / contract (s) or new order (s) / contract (s) on such Vendor/ Supplier/ Contractor/ Consultant: Holiday (Red Card) for Three Years
2. Poor Performance on account of other than Quality (if marks obtained against Quality parameter is more than 20):
 - a) First such instance: Advisory notice (Yellow Card) shall be issued and Vendor/Supplier/Contractor/Consultant shall be put on watch list for a period of Three (03) Years.
 - b) Second such instance in other ongoing order (s) / contract (s) or new order (s) / contract (s) on such Vendor/ Supplier/ Contractor/ Consultant: Putting on Holiday (red Card) for a period of One Year.

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

c) Subsequent instances (more than two) in other ongoing order (s) / contract (s) or new order (s) / contract (s) on such Vendor/ Supplier/ Contractor/ Consultant: Putting on Holiday (Red Card) for Three Years

(B) Where Poor/Non-Performance leading to termination of contract or offloading of contract due to poor performance attributable to Vendor/Supplier/Contractor/Consultant (under relevant Contract Clauses)

(a) **First Instance: Advisory notice (Yellow Card)** shall be issued and Vendor/Supplier/Contractor/Consultant shall be put on watch list for a period of Three (3) Years.

Further such vendor will not be allowed to participate in the re-tender of the same supply/work/services of that location which has terminated/offloaded. Moreover, it will be insured that all other action as per provision of contract including forfeiture of Contract Performance Security (CPS) etc. are undertaken.

However, such vendor will be allowed to participate in all other tenders and to execute other ongoing order/contract (s) or new contract / order (s).

The Yellow card will be automatically revoked after a period of three years unless the same is converted into Red Card due to subsequence instances of poor/non-performance in other ongoing order (s)/ contract (s) or new order (s)/ contract (s) on such Vendor/Supplier/Contractor/Consultant.

(b) **Second instances** in other ongoing order (s)/ contract (s) or new order (s)/ contract (s) on such Vendor/Supplier/Contractor/Consultant: **Holiday (Red Card)** for period of One Year and they shall also to be considered for suspension.

(c) **Subsequent instances (more than two)** in other ongoing order (s)/ contract (s) or new order (s)/ contract (s) on such Vendor/Supplier/Contractor/Consultant: **Holiday (Red card) for period of Three Years and they shall also to be considered for suspension.**

A provision in AGL Portal will be made for flagging (**Yellow card and Red card**) of such Vendor/Supplier/Contractor/Consultant so as to track their performance. List of such Vendor/Supplier/Contractor/Consultant shall also be uploaded on the AGL's web site.

Further, the bidder status regarding Yellow card should be mentioned in the **TCR/Proposal for Price Bid Opening** so that delivery/execution may be closely monitored by the concerned.

2.6 REVIEW & RESTORATION OF PARTIES PUT ON HOLIDAY

An order for Holiday passed for a certain specific period shall deemed to have been automatically revoked on the expiry of that specified period and it will not be necessary to issue a specific formal order of revocation.

Further, in case Vendor/Supplier/Contractor/Consultant is put on a Holiday due to quality, and new order is placed on bidder after restoration of Vendor/Supplier/Contractor/Consultant, such order will be properly monitored during execution stage by the concerned site incharge.

2.7 EFFECT OF HOLIDAY

A) If a Vendor/Supplier/Contractor/Consultant is put on Holiday, such Vendor/Supplier/Contractor/Consultant should not be considered in ongoing tenders/future tenders.

B) However, if such Vendor/Supplier/Contractor/Consultant is already executing any other order/contract and their performance is satisfactory in terms of the relevant

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

contract, should be allowed to continue till its completion without any further increase in scope except those incidental to original scope mentioned in the contract. In such a case CPBG will not be forfeited and payment will be made as per provisions of concerned contract. However, this would be without prejudice to other terms and condition of the contract.

C) Effect on other ongoing tendering:

- i) After issue of the enquiry/bid/tender but before opening of Technical bid, the bid submitted by the party shall be ignored.
- ii) After opening of the Technical bid but before opening the Price bid, the Price bid of the party shall not be opened and BG/EMD submitted by the party shall be returned to the party.
- iii) After opening of Price, BG/EMD made by the party shall be returned; the offer of the party shall be ignored & will not be further evaluated. If errant party emerges as the lowest (L-1), then such tender shall also be cancelled and re-invited.

2.8 While putting the Vendor/Supplier/Contractor/Consultant on holiday as per the procedure, the holding company, subsidiary, joint venture, sister concerns, group division of the errant Vendor/Supplier/Contractor/Consultant shall not be considered for putting on holiday list.

Any Bidder, put on holiday, will not be allowed to bid through consortium route also in new tender during the period of holiday.

2.9 In an unsuccessful bidder makes any vexatious, frivolous or malicious complaint against the tender process with the intention of delaying or defeating any procurement or causing loss to AGL or any other bidder, such bidder will be put on holiday for a period of six months, if such complaint is proved to be vexatious, frivolous or malicious, after following the due procedure.

2.10 APPEAL AGAINST THE DECISION OF THE COMPETENT AUTHORITY

- a) The party may file an appeal against the order of the Competent Authority for putting the party on Holiday list. The appeal shall be filed to Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of Holiday order.
- b) Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the party as well as the Competent Authority.
- c) Appeal process may be completed within 45 days of filing of appeal with the Appellate Authority.
- d) Appellate Authority" shall mean Committee of nominee director of either GAIL or HPCL other than Chairman of the AGL Board and Executive management i.e. Managing Director and Director (Commercial) of Aavantika Gas Limited.

2.11 ERRANT BIDDER

In case after price bid opening the lowest evaluated bidder (L-1) is not awarded the job for any mistake committed by him in bidding or withdrawal of bid or modification of bid or varying any term in regard thereof leading to re-tendering, AGL shall forfeit EMD paid by the bidder and such bidders shall be debarred from participation in retendering of the same job(s)/item(s).

Further, such bidder will be put on watch List (Yellow card) for a period of three years after following the due procedure. However, during the period in watch list such vendor will be allowed to participate in all other tenders and to execute other ongoing order/contract (s) or new contract/ order (s).

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

In case of subsequent instances of default in other tender(s) during aforesaid watch list period, the action shall be initiated as per provision of Sl. No. 2 of Para (A) of Clause no. 2.5.1 (v).

The Yellow card will be automatically revoked after specified period unless the same is converted into Red Card.

2.12 In case GST department or any other Statutory department brings to the notice of AGL that a party has not paid to the credit of the Government the GST or any Statutory payment collected from AGL, then party will be put on holiday for a period of Six months after following the due procedure, including holding his payment.

2.13 All departments other than Projects like O&M, HSE, HR, F&A, Marketing etc. will be covered under definition of O&M.

2.14 Further, **PERFORMANCE RATING DATA SHEET** (FOR PROJECTS/CONSULTANCY JOBS/O&M) is enclosed for reference for Evaluation of Performance of Vendors/ Suppliers/ Contractors/ Consultants.

2.15 Site level committee of Three members shall be formed for location other than Indore (HO), comprising of OIC of the location and available senior most members at the location of User and HSE-Q department.
Site level committee of Two members shall be formed for Indore location, comprising of available senior most members of User and HSE-Q department below HOD level.

2.16 As per the recommendations received from Site level Committee and HO level Committee, Head of the C&P department has to take Approval from Competent Authority prior issuing any letter to vendor regarding putting a vendor on a Watch list or Holiday list.
However, Show Cause/Explanation notices for putting vendors on Watch list or Holiday list may be issued by HOD of user department or HOD (C&P).

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

**AAVANTIKA GAS LIMITED
PERFORMANCE RATING DATA SHEET**

- (i) Project/Work Centre :
- (ii) Order/Contract No. & Date :
- (iii) Brief description of Items Works/Assignment:
- (iv) Order/Contract value (Rs.) :
- (v) Name of Vendor/Contractor/ Supplier/Consultant :
- (vi) Contractual delivery/ Completion Schedule:
- (vii) Actual delivery/ Completion date:

Performance Parameter	Delivery/Completion Performance	Quality Performance	Reliability Performance#	Total
Maximum Marks	40	40	20	100
Marks Allocated (*)				

Note:

Remarks (if any)

PERFORMANCE RATING ()**

Note:

- (#) Vendor/Supplier/Contractor/Consultant who seek repeated financial assistance or deviation beyond contract payment term or seeking direct payment to the sub-vendor/ sub-contractor due to financial constraints, then '0' marks should be allotted against Reliability Performance.
- (*) Allocation of marks would be as per enclosed instructions
- (**) Performance rating shall be classified as under:

Sl. No.	Range (Marks)	Rating
1.	60 & below	POOR
2.	61 - 70	FAIR
3.	71 - 80	GOOD
4.	81 - 90	VERY GOOD
5.	MORE THAN 90	EXCELLENT

Signature of Authorized signatory with Name & Designation

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

INSTRUCTIONS FOR ALLOCATION OF MARKS

Marks are to be allocated as under:

i. DELIVERY/COMPLETION PERFORMANCE: 40 MARKS

Delivery Period / completion Schedule		Delay in Weeks	Marks
a)	Up to 3 months	Before CDD	40
		Delay up to 3 weeks	35
		Delay up to 6 weeks	30
		Delay up to 9 weeks	25
		Delay up to 12 weeks	20
		Delay up to 15 weeks	15
		More than 15 weeks	0
b)	Above 3 months	Before CDD	40
		Delay up to 4 weeks	35
		Delay up to 8 weeks	30
		Delay up to 10 weeks	25
		Delay up to 16 weeks	20
		Delay up to 20 weeks	15
		Delay up to 24 weeks	10
		More than 24 weeks	0

ii. QUALITY PERFORMANCE 40 MARKS

For Normal Cases: No Defects/No Deviation/No failure: 40 marks

i)	Rejection/Defects	Marks to be allocated on pro-rata basis for acceptable quantity as compared to total quantity for normal cases	10 Marks
ii)	When quality failure endangers the system integration and safety of the system.	Failure of severe nature - Moderate nature - low severe nature	0 marks 5 marks 10-25 marks
iii)	Number of deviations	No. deviation No. of deviations <=2 No. of deviations >2	5 Marks 2 marks 0 marks

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

**iii. RELIABILITY PERFORMANCE
FOR WORKS / CONTRACTS**

i) Submission of order acceptance, agreement, PBG, 4 marks

	Drawings and other documents within time	
ii)	Mobilization of resources as per Contract and in time	4 marks
iii)	Liquidation of Check-list points	4 marks
iv)	Compliance to statutory and HS & E requirements Or Reliability of Estimates/Design/Drawing etc. in case of Consultancy jobs	4 marks
v)	Timely submission of estimates and other documents for Extra, Substituted & AHR items	4 marks

FOR SUPPLIES

i)	Submission of order acceptance, PBG , Drawing and other documents within time	5 marks
ii)	Attending complaints and requests for after Sales service/warranty repairs and/or query/advice (up to the evaluation period)	5 marks
iii)	Response to various correspondence and conformance to standards like ISO	5 marks
iv)	Submission of all required documents including Test Certificates at the time of supply	5 marks

EIC Signature:

EIC Remarks:

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

SECTION III

SCOPE OF WORK, PAYMENT TERMS AND OTHER SPECIAL CONDITIONS

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

SCOPE OF WORK:

Scope of work
1:- On premises Server backup is required on Azure cloud.
2:- Backup Retention Policy :- 30 Days Daily Backup 4 Weekly Backup 1 Monthly Backup 1 Yearly backup
3:- The proposed cloud backup service covers on-premises servers with 8 instances x 4 TB each, configured with LRS (Locally Redundant Storage), Cold Access Tier, and Low Average Daily Churn, ensuring optimized and cost-effective backup storage. The estimated average yearly backup requirement is up to 32 TB for a period of 03 years. In case the overall data size increases beyond the allocated capacity and the subscribed value is exhausted, the additional storage charges will be paid on a Pay-As-You-Go basis as per the applicable MS Azure cloud pricing.
4:- The server backup is based on the initial required and information share by AGL authority.
5:-We are maintaining cold backup of all server's and VM's images in LRS zone. If we want to access the backup data on cloud, in that case we need to create a Virtual machine instance on the azure cloud/download data and create servers on premises.
6:- Vendor has to provide MS azure account to AGL IT team with login credentials for checking the backup dashboard and related activities on cloud.
7:-Vendor has to provide active instances for 04 server on cloud in central zone with 99.9% Availability with daily snapshot retention weekly basis.

TERMS OF PAYMENT

Payment shall be made strictly as per below schedule: -

- a. 100% (GST Compliant Invoice) Invoice value with taxes and duties will be paid within 15 working days, post completion of each month for Cloud services and on submission of invoice, in duplicate.
- b. Payment will be made Only After Delivery/Completion/Installation of Cloud based services for Data centre and proper working and ensuring technical suitability/feasibility of cloud hosting services.
- c. Payment of Invoices will be certified by OIC (Officer-in-charge).
- d. Payment will be made by way of normal banking channels.

Deduction at source

Purchaser will release the payment after off-setting all dues to the Purchaser payable by the seller under the contract. Deduction will be effected at source as per the law in force.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

PAYING AUTHORITY:

DGM - F & A

Aavantika Gas Limited

202 – B, 2nd Floor, NRK Business Park, Vijay Nagar Square, A.B. Road, Indore (M.P), Pin – 452010

PRICE REDUCTION SCHEDULE (PRS):

In case, the vendor fails to complete the work/services within stipulated period then unless such failure is due to force majeure, there will be reduction in contract price @ ½% for each week of delay or part thereof subject to maximum of 5% of Order Value (Excluding Taxes and Duties).

In case of delay, the invoices shall be submitted after deducting the price, as above, due to delay. However, PRS shall not be applicable, in case the delay is for the reasons beyond Contractor's control, to be established by EIC (Engineer-in-charge).

Owner may without prejudice to any methods of recovery, deduct the amount of such PRS from any money due or which may at any time become due to contractor from its obligations or liabilities under the contract or by recovery against the performance bank guarantee. Both Owner and contractor agree that the above percentage of price reduction are genuine pre-estimates of the loss/ damage which Owner would have suffered on account of delay/ breach on the part of contractor and the said amount will be payable on demand without there being any proof of the actual loss/ damage caused by such delay/ breach. Owner decision in the matter of applicability of price reduction shall be final and binding.

PERFORMANCE BANK GUARANTEE:

Within 15 days from the date of issue of LOI, the bidder shall furnish Performance Guarantee in the form of Bank Guarantee to the client, for an amount equivalent to 10% of the order value (Excluding taxes and duties). Performance bank guarantee shall be valid for a period of 3 months beyond the expiry of the Contract Period.

COMPLETION PERIOD:

Completion period for Commissioning of Cloud based services for AGL Servers and backup & instances hosting on Azure cloud services shall be 45 days from date of Issue of LOI, However the validity of Cloud hosting data backup services for Data Center shall be three (03) years from date of Commissioning of Cloud based services.

WARRANTY PERIOD /DEFECT LIABILITY PERIOD:

The Cloud solution and its associated items supplied by Vendor will be under manufacturer standard warranty period. The vendor shall replace/repair the Cloud services and its associated accessories supplied by them during defect liability period. The Vendor warrants that the items/services supplied are meeting the specified requirement and will replace/rectify/repair any defective supplied item/services as per the instructions from Owner (AGL).

ABNORMALLY HIGH RATE ITEMS

The bidder is expected to quote rate for each item after careful analysis of cost involved for the performance of the complete item considering all specifications and Conditions of Contract. In case it is noticed that the rate quoted by the bidder of individual items rates are higher by more than 50% of the estimated rates then such items shall be considered abnormally high rated items i.e. AHR items.

Abnormal High Rate (AHR) items

The quantity of high rate items shall be restricted to the SOR quantities Execution of AHR items beyond the SOR quantities shall be made at the least of the following rates:

- A) Average rates of the item of all the qualified bidders
- B) The rate estimated at the time of tendering.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

SECTION IV

GENERAL CONDITIONS OF CONTRACT (GCC-WORKS)

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

1 DEFINITIONS

1.1 All the initial capitalised terms used in the Agreement shall have the meaning as described to such terms hereunder:

1.2 'Agreement' or 'Contract' means the agreement entered into between the Owner and the Contractor, including all attachments and appendices thereto and all documents incorporated by reference therein, as modified, reinstated or amended from time to time.

1.3 'Completion Schedule' or 'Delivery Schedule' means a schedule approved by the Owner for completion of all obligations of the Contractor under the Agreement.

1.4 'Consultant' means the person or firm or body corporate appointed by the Owner for the purposes of providing services as determined by him in connection with this Agreement.

1.5 'Contract Documents' mean all the documents referred to in the Agreement for discharging the requisite obligations by respective party.

1.6 'Contract Price' means the price payable to the Contractor under the Contract for the full and proper performance of all its contractual obligations.

1.7 'Day', 'Month' or 'Year' means calendar day, calendar month or calendar year.

1.8 'Engineer' means an authorized representative of the Owner, if any, to which the Owner has entrusted various tasks in relation to the carrying out of his Project and in particular the implementation of the relevant Agreement. The Engineer is fully empowered to represent the Owner. For avoidance of doubt, Consultant may be an Engineer. In case the Agreement does not specify the intervention by the Engineer, the rights and obligations are exercised and borne by the Owner, mutatis mutandis.

1.9 'Effective Date' means a date on which Contractor's obligations will commence and thereupon Delivery Schedule and/or Completion Schedule will be drawn up.

1.10 'Goods' means all of the equipment, machinery, and/or other materials which the Contractor is required to supply to the Owner under the Agreement.

1.11 'GCC' means the GENERAL CONDITIONS OF CONTRACT contained in this section.

1.12 'Inspector' means any person or outside Agency nominated by Owner to inspect equipment, stage wise as well as final, before despatch, at Contractor's works and/or on receipt at Site as per terms of the Agreement.

1.13 'Notification of Award' means date which is earlier of either a Fax of Intent (FOI) or Letter of Intent (LOI) or Letter of Award (LOA) issued to a successful bidder for award of the work pursuant to bidding process.

1.14 'Purchaser' /or 'Owner' means the organization purchasing the Goods / services, i.e. Aavantika Gas Ltd. (AGL).

1.15 'Services' or 'Ancillary Services' means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the Contractor covered under the scope of the Agreement.

1.16 'Site' or 'Owner's stores' means the place or places named in tender document.

1.17 'SCC' means the SPECIAL CONDITIONS OF CONTRACT forming a part of the Contract Documents.

1.18 'Supplier' or 'Seller' or 'Contractor' means the individual person or firm or body corporate supplying the Goods and Ancillary Services under the Agreement.

1.19 'Bid' or 'Tender' shall have the same meaning.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

2 INTERPRETATION OF CONTRACT DOCUMENT

2.1 Notwithstanding the sub-division of the documents into these separate sections and volumes every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the CONTRACT so far as it may be practicable to do so.

2.2 Where any portion of the General Condition of Contract is repugnant to or at variance with any provisions of the Special Conditions of Contract, unless a different intention appears the provisions of the Special Conditions of Contract shall be deemed to over-ride the provisions of the General Conditions of Contract and shall to the extent of such repugnancy, or variations, prevail.

2.3 Wherever it is mentioned in the specifications that the CONTRACTOR shall perform certain WORK or provide certain facilities, it is understood that the CONTRACTOR shall do so at his cost and the VALUE OF CONTRACT shall be deemed to have included cost of such performance and provisions, so mentioned.

2.4 The materials, design and workmanship shall satisfy the relevant INDIAN STANDARDS, the JOB SPECIFICATIONS contained herein and CODES referred to. Where the job specification stipulate requirements in addition to those contained in the standard codes and specifications, these additional requirements shall also be satisfied.

3 CONFIDENTIALITY

3.1 The Contractor cannot, without agreement of the Owner, disclose nor enable third parties to benefit from the documents drawn up in the course of his obligations under the Agreement or information received from the Owner / Consultant / Engineer/ Inspector.

3.2 Further, Contractor is not allowed to publish copy or transmit to third parties the documents that are transmitted to him by Owner/ Consultant/ Engineer/ Inspector. The Owner/ Consultant retains the right to claim damages from the Contractor in the case where these documents have been used without such written consent.

3.3 However, these obligations do not apply to documents for which it can be demonstrated that

- Such documents were already public before these were communicated to the other party, or have become public since without any fault or negligence of the party concerned, or
- Such documents were already in its possession without having obtained them directly or indirectly from the other party, or
- Such documents were obtained from an independent source that had neither direct nor indirect secrecy commitment to the other party.

3.4 Regarding the application of this clause, the experts appointed by the Owner/ Engineer are not considered as third parties, and for this reason they have to respect, towards the Contractor, the same obligations as the Owner in these matters.

3.5 Any document, other than the Agreement itself, enumerated in GCC shall remain the property of the Owner and shall be returned (all copies) to the Owner on completion of the Contractor's obligations under the Agreement, if so required by the Owner.

4 CONTRACT PERFORMANCE BANK GUARANTEE

4.1 Within 15 days from the date of the award of PO, the successful bidder shall furnish the performance guarantee in the form as provided in the Bid documents.

4.2 Within 15 days from the date of award of PO, the Bidder shall furnish Performance Guarantee in the form of Bank Guarantee to the PURCHASER, for an amount equivalent to 10% of the total Order value (Excluding taxes & duties). Performance Bank guarantee shall be valid for a period of 3 months beyond the completion of Contract period.

4.3 Failure of the successful bidder to comply with the requirements of this clause shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security.

4.4 In the event that completion of work is delayed beyond the scheduled completion date for any reason whatsoever, the contractor shall have the validity of the Contract Performance Bank Guarantee suitably extended to cover the period of delay.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

- 4.5 The proceeds of the Contract Performance Bank Guarantee shall be payable to the Owner as compensation for any loss or damage resulting from the Contractor's failure to complete its obligations under the Agreement.
- 4.6 The Contract Performance Bank Guarantee shall be denominated in the currency of the Agreement and shall be in one of the following forms:
- 4.7 A bank guarantee issued by a scheduled / Nationalized bank is acceptable to the Owner, in the form provided in the bid documents. The Contract Performance Bank Guarantee will be discharged by the Owner and returned to the Contractor not later than One hundred eighty (180) days following the date of completion of all the Contractor's performance obligations under the Contract, including any warranty obligations.
- 4.8 The contractor shall submit a written request for release of Contract performance Bank Guarantee, on successful completion of defect liability period.

5 INSPECTIONS AND TESTS

- 5.1 During execution of work, the works shall be inspected by the Owner or its authorised representative for acceptance of the same.
- 5.2 For contractor's supplied items, Third Party Inspection report shall be submitted by the contractor.
- 5.3 The Owner/ Consultant or its representative shall have the right to inspect and/ or to test the material to confirm their conformity to the specifications.
- 5.4 If any inspected or tested material fail to conform the specifications, the Owner/ Consultant may reject them and the Contractor shall either replace the rejected materials or make all the alterations necessary to meet the specifications, free of cost to the Owner/ Consultant.

6 TRANSPORTATION

- 6.1 Transportation of all items covered in the scope of contractor, will be arranged by contractor at his own cost including insurance and storage. Contractor will also be responsible for taking delivery of free issue material from Owner's store and Transportation to place of work including its coverage for transit insurance.

7 GUARANTEE/ WARRANTY/ DEFECT LIABILITY PERIOD

- 7.1 The Contractor warrants that the work carried out under the Agreement are meeting the requirement of the Bid document and will rectify/ repair any defective work on receipt of instructions from Owner/ Consultant.
- 7.2 The Owner shall promptly notify the Contractor in writing of any claims arising under this warranty.
- 7.3 Upon receipt of such notice, the Contractor shall, within a reasonable period, repair or replace the defective Goods or parts thereof, free of cost to the Owner. The Contractor may take over the replaced parts/ Goods at the time of their replacement. No claim whatsoever shall lie on the Owner for the replaced parts/ goods thereafter. In the event of any correction of defects or replacement of defective material during the warranty period, the warranty for the corrected / replaced Goods or item or material shall be extended to a further period of twelve (12) Months from the date of such repair/replacement if put to use immediately or eighteen (18) Months. Defect liability period shall be 12 months from the date of handing over of the system to AGL.
- 7.4 If the Contractor, having been notified, fails to remedy the defect(s) within a reasonable period, the Owner may proceed to take such remedial action as may be necessary, at the Contractor's risk and expense and without prejudice to any other rights which the Owner may have against the Contractor under the Agreement.

8 PRICES

- 8.1 Prices charged by the Contractor for Goods delivered and all Services performed under the Agreement shall be on firm price basis and not vary from the prices quoted by the Contractor in its bid, with the exception of any price adjustments authorized as per tender document.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

9 TAXES, DUTIES, ETC.

9.1 The Contractor agrees to and does hereby accept full and exclusive liability for the payment of any and all taxes, duties, etc. now or hereafter imposed, increased, modified, from time to time in respect of Works and materials and all contributions and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by any Central or State Government authorities which are imposed with respect to or covered by the wages, salaries, or other compensations paid to the persons employed by the Contractor and the Contractor shall be responsible for the compliance with all applicable Central, State, Municipal and local laws and regulations, and requirement of any Central, State or local Government agency or authority.

9.2 Contractor further agrees to defend, indemnify and hold Owner harmless from any liability or penalty, which may be imposed by the Central, State or Local authorities by reason or any violation by Contractor or Sub-Contractor of such laws, suits or proceedings that may be brought against the Owner arising under, growing out of, or by reason of the work provided for by this Contract, by third parties, or by Central or State Government authority or any administrative sub-division thereof.

9.3 Tax deductions will be made as per the rules and regulations in force in accordance with acts prevailing from time to time.

10 STATUTORY VARIATION

10.1 All statutory variations, change in law or imposition of any new taxes/ duties/ levies by any Central Government/ State Government/ Civil Agencies shall be to Contractor's account except for statutory variations in GST, which shall be reimbursed by Owner against documentary evidence submitted by the Contractor.

11 PAYMENT

11.1 Contractor shall submit his monthly bills to the respective Engineer-In-Charge of Owner, attaching all the required documentary proof confirming there upon that all statutory obligations as per rules are being observed. Un-disputed payment shall be made to the contractor through Finance Department against Bills, duly certified by respective Owner's Engineer-In-Charge within 30 (Thirty) days, if found in order. No interest shall be paid in case of delay in payments.

11.2 Payment shall be released after applicable tax deductions at source as per rules & acts enforced during the tenancy of the contract.

12 SUBCONTRACTING

12.1 The Contractor shall notify the Owner in writing of all subcontracts awarded under this Agreement if not already notified in the Contractor's bid and incorporated in the Agreement. Such notification and incorporation shall not relieve the Contractor from any liability or obligation under the Agreement. Such sub-contract shall be limited to certain bought-out items and sub-assemblies, which are not in line of Contractor's manufacturing or proposed manufacturing unit of authorized Contractor.

12.2 Such purchased and subcontracted items shall have to be necessarily in full compliance with the terms and conditions of the Agreement and do not relieve the Contractor of any of his contractual obligations. The Contractor shall be solely responsible for any action, deficiency or negligence of his sub-contractors.

12.3 For any subcontract, the Owner is entitled to demand from the Contractor, for approval of the list of sub- contractors, the Contractor intends to involve and of the orders he may entrust to them. Approval by the Owner cannot give rise to any legal bond between the Owner and the sub- contractors and leaves full responsibility only to the Contractor.

12.4 In the event where the warranty agreed between the Contractor and his sub-Contractors exceeds in scope or in period those required under the Agreement, the Contractor undertakes to make the Owner the full and direct beneficiary of such warranty.

13 DELAYS IN THE CONTRACTOR'S PERFORMANCE

13.1 Delivery of the Goods and performance of Services shall be made by the Contractor in accordance with the time schedule prescribed by the Owner in the Completion Schedule.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

13.2 If the CONTRACTOR refuses or fails to execute the WORK or any separate part thereof with such diligence as will ensure its completion within the time specified in the CONTRACT or extension thereof or fails to perform any of his obligation under the CONTRACT or in any manner commits a breach of any of the provisions of the CONTRACT it shall be open to the OWNER at its option by written notice to the CONTRACTOR:

13.2.1 TO DETERMINE THE CONTRACT in which event the CONTRACT shall stand terminated and shall cease to be in force and effect on and from the date appointed by the OWNER on that behalf, whereupon the CONTRACTOR shall stop forthwith any of the CONTRACTOR's work then in progress, except such WORK as the OWNER may, in writing, require to be done to safeguard any property or WORK, or installations from damage, and the OWNER, for its part, may take over the work remaining unfinished by the CONTRACTOR and complete the same through a fresh contractor or by other means, at the risk and cost of the CONTRACTOR, and any of his sureties if any, shall be liable to the OWNER for any excess cost occasioned by such work having to be so taken over and completed by the OWNER over and above the cost at the rates specified in the schedule of quantities and rate/prices.

13.2.2 WITHOUT DETERMINING THE CONTRACT to take over the work of the CONTRACTOR or any part thereof and complete the same through a fresh contractor or by other means at the risk and cost of the CONTRACTOR. The CONTRACTOR and any of his sureties are liable to the OWNER for any excess cost over and above the cost at the rates specified in the Schedule of Quantities/rates, occasioned by such works having been taken over and completed by the OWNER.

13.3 In such events of above sub-clauses:

13.3.1 The whole or part of the Contract Performance Security furnished by the CONTRACTOR is liable to be forfeited without prejudice to the right of the OWNER to recover from the CONTRACTOR the excess cost referred to in the sub clause aforesaid, the OWNER shall also have the right of taking possession and utilising in completing the works or any part thereof, such as materials equipment and plants available at work site belonging to the CONTRACTOR as may be necessary and the CONTRACTOR shall not be entitled for any compensation for use or damage to such materials, equipment and plant.

13.3.2 The amount that may have become due to the CONTRACTOR on account of work already executed by him shall not be payable to him until after the expiry of Six (6) calendar months reckoned from the date of termination of CONTRACT or from the taking over of the WORK or part thereof by the OWNER as the case may be, during which period the responsibility for faulty materials or workmanship in respect of such work shall, under the CONTRACT, rest exclusively with the CONTRACTOR. This amount shall be subject to deduction of any amounts due from the CONTRACT to the OWNER under the terms of the CONTRACT authorised or required to be reserved or retained by the OWNER.

13.4 Before determining the CONTRACT provided in the judgement of the OWNER, the default or defaults committed by the CONTRACTOR is/are curable and can be cured by the CONTRACTOR if an opportunity given to him, then the OWNER may issue Notice in writing calling the CONTRACTOR to cure the default within such time specified in the Notice.

13.5 The OWNER shall also have the right to proceed or take action above, in the event that the CONTRACTOR becomes bankrupt, insolvent, compounds with his creditors, assigns the CONTRACT in favour of his creditors or any other person or persons, or being a company or a corporation goes into voluntary liquidation, provided that in the said events it shall not be necessary for the OWNER to give any prior notice to the CONTRACTOR.

13.6 Termination of the CONTRACT as provided above shall not prejudice or affect their rights of the OWNER which may have accrued upto the date of such termination.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

13.7 Except as provided under GCC or for the reasons solely attributable to the Owner, a delay by the Contractor in the performance of its delivery obligations shall render the Contractor liable to the imposition of liquidated damages pursuant to GCC, unless an extension of time is agreed upon without the application of liquidated damages.

14 CONTRACTOR REMAINS LIABLE TO PAY COMPENSATION IF ACTION NOT TAKEN UNDER CLAUSE 13

14.1 In any case in which become exercisable and the same had not been exercised, the non-exercise thereof shall not constitute a waiver of any of the conditions hereof and such powers shall notwithstanding be exercisable in the event of any further case of default by the CONTRACTOR for which by any clause or clauses hereof he is declared any of the powers conferred upon the OWNER BY CLAUSE 13 thereof shall have liable to pay compensation amounting to the whole of his Contract Performance Security, and the liability of the CONTRACTOR for past and future compensation shall remain unaffected. In the event of the OWNER putting in force the power under above sub- clause vested in him under the preceding clause he may, if he so desired, take possession of all or any tools, and plants, materials and stores in or upon the works or the site thereof belonging to the CONTRACTOR or procured by him and intended to be used for the execution of the WORK or any part thereof paying or allowing for the same in account at the CONTRACT rates or in case of these not being applicable at current market rates to be certified by the ENGINEER-IN-CHARGE whose certificate thereof shall be final, otherwise the ENGINEER-IN-CHARGE may give notice in writing to the CONTRACTOR or his clerk of the works, foreman or other authorised agent, requiring him to remove such tools, plant, materials or stores from the premises (within a time to be specified in such notice), and in the event of the CONTRACTOR failing to comply with any such requisition, the ENGINEER-IN-CHARGE may remove them at the Contractor's expense or sell them by auction or private sale on account of the CONTRACTOR and at his risk in all respects without any further notice as to the date, time or place of sale and the certificate of the ENGINEER-IN-CHARGE as to the expenses of any such removal and the amount of the proceeds and expenses of any such sale shall be final and conclusive against the CONTRACTOR.

15 TERMINATION FOR DEFAULT

15.1 Save for the cases provided for in Clause, if the Contractor fails to fulfil any of his obligations, the Owner reserves the right, after simple summons to comply and without prejudice to any other measures provided for in the Contract Documents, to offset the Contractor's deficiency by substituting Contractor by another third party to the Contractor for the purpose of carrying out those obligations, at the Contractor's expense, risk and peril, or to terminate the Agreement without prejudice to the Owner's rights of receiving reparation for the resulting damage.

15.2 The Owner may terminate the Agreement when the Contractor's situation at any time after Notification of the Award is found to have become so precarious that there is every indication that he will not be able to fulfil his obligations. Such indications may be, for example, the Contractor's filing for bankruptcy or composition, or going into receivership or liquidation, or any similar procedures under applicable legislation.

16 CHANGE IN CONSTITUTION

16.1 Where the CONTRACTOR is a partnership firm, the prior approval of the OWNER shall be obtained in writing, before any change is made in the constitution of the firm. Where the CONTRACTOR is an individual or a Hindu undivided family business concern, such approval as aforesaid shall, likewise be obtained before such CONTRACTOR enters into any agreement with other parties, where under, the reconstituted firm would have the right to carry out the work hereby undertaken by the CONTRACTOR. In either case if prior approval as aforesaid is not obtained, the CONTRACT shall be deemed to have been allotted in contravention of clause 12 hereof and the same action may be taken and the same consequence shall ensure as provided in the said clause.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

17 MEMBERS OF THE OWNER NOT INDIVIDUALLY LIABLE

17.1 No Director, or official or employee of the OWNER/ CONSULTANT shall in any way be personally bound or liable for the acts or obligations of the OWNER under the CONTRACT or answerable for any default or omission in the observance or performance of any of the acts, matters or things, which are herein contained

18 CONTRACTOR'S OFFICE AND STORE AT SITE

18.1 The CONTRACTOR shall provide and maintain an office and at the site for the accommodation of his Engineer and staff and such office shall be open at all reasonable hours to receive instructions, notice or other communications.

18.2 The contractor shall provide and maintain stores at site with sufficient covered area and lock & key arrangement for receiving, proper stocking and issue/return of all material under his scope of work as defined in the tender document. Further, the contractor shall maintain proper documentation of stocks and receipt & issue of material and update the same on daily basis by deploying dedicated resources as specified by the Engineer-In-Charge. The space so provided shall be in addition to and distinctly separate from the free-issue material by the Purchaser for proper identification and verification of both types of stocks at any time.

19 CONTRACTOR TO INDEMNIFY THE OWNER

19.1 The contractor shall indemnify the Owner and every member, officer and employee of the Owner, also Engineer-In-Charge and his staff against all action, proceedings, claims, demands, costs and expenses whatsoever arising out of all action, proceedings, claims, demands, costs and expenses which may be made against the Owner for or in respect of or arising out of any failure by the contractor in the performance of his obligations under the contract. The Owner shall not be liable for or in respect of consequence of any accident or injury to any workmen or other person in the employment of the contractor or his sub-contractor and contractor shall indemnify and keep the Owner indemnified against all such damages and compensations and against all claims, proceedings, claims, demands, costs and expenses whatsoever in respect thereof or in relation thereof.

19.2 If any action is brought before a Court, Tribunal or any other Authority against the Owner or an officer or agent of the OWNER, for the failure, omission or neglect on the part of the CONTRACTOR to perform any acts, matters, covenants or things under the CONTRACT, or damage or injury caused by the alleged omission or negligence on the part of the CONTRACTOR, his agents, representatives or his SUB- CONTRACTOR's, or in connection with any claim based on lawful demands of SUB-CONTRACTOR's workmen, Contractors or employees, the CONTRACTOR, shall in such cases indemnify and keep the OWNER and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action.

19.3 If Owner have to pay any money in respect of such claims or demands as aforesaid the amount so paid and the costs incurred by the Owner shall be charged to and paid by the Contractor and the Contractor shall not be at liberty to dispute or question the right of the Owner to make such payments notwithstanding the same may have been made without the consent or authority or in law or otherwise to the contrary.

20 SAFETY REGULATIONS

20.1 In respect of all labour, directly or indirectly employed in the WORK for the performance of CONTRACTOR's part of this agreement, the CONTRACTOR shall at his own expense arrange for all the safety provisions as per safety codes and abide by all labour laws, fire and statutory regulations and keep the Owner indemnified in respect thereof.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

21 OTHER AGENCIES AT SITE

21.1 The CONTRACTOR shall have to execute the WORK in such place and conditions where other agencies will also be engaged for other works. No claim shall be entertained due to WORK being executed in the above circumstances

22 LIENS

22.1 The OWNER shall have lien on all materials, equipments including those brought by the CONTRACTOR for the purpose of erection, testing and commissioning of the WORK.

22.2 If, at any time there should be evidence or any lien or claim for which the OWNER might have become liable and which is chargeable to the CONTRACTOR, the OWNER shall have the right to retain out of any payment then due or thereafter to become due an amount sufficient to completely indemnify the OWNER against such lien or claim and if such lien or claim be valid, the OWNER may pay and discharge the same and deduct the amount so paid from any money which may be or may become due and payable to the CONTRACTOR. If any lien or claim remain unsettled after all payments are made, the CONTRACTOR shall refund or pay to the OWNER all money that the latter may be compelled to pay in discharging such lien or claim including all costs and reasonable expenses. OWNER reserves the right to do the same

23 TERMINATION FOR OWNER'S CONVENIENCE

23.1 The Owner, by written notice sent to the Contractor, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Owner's convenience, the extent to which performance of the Contractor under the Agreement is terminated, and the date upon which such termination becomes effective.

23.2 The Goods that are complete and ready for shipment/ dispatch as on the date of Contractor's receipt of notice of termination shall be accepted by the Owner on the terms and prices mutually agreed at that time.

23.3 For the remaining Goods, the Owner may elect:

- (a) To have any portion completed and delivered at the Agreement terms and prices and / or
- (b) To cancel the remainder and pay to the Contractor an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Contractor; and/or
- (c) To pay any reasonable and demonstrable otherwise non recoverable expenses incurred by the Contractor.

24 PAYMENT IF THE CONTRACT IS TERMINATED

24.1 If the CONTRACT shall be terminated as per Bid pursuant to Clause no. 15 of GCC, the CONTRACTOR shall be paid by the OWNER in so far as such amounts or items shall not have already been covered by payments of amounts made to the CONTRACTOR for the WORK executed and accepted by ENGINEER-IN-CHARGE prior to the date of termination at the rates and prices provided for in the CONTRACT and in addition to the following:

- a) The amount payable in respect of any preliminary items, so far as the Work or service comprised therein has been carried out or performed and an appropriate portion as certified by ENGINEER-IN-CHARGE of any such items or service comprised in which has been partially carried out or performed.
- b) Any other expenses which the CONTRACTOR has spent for performing the WORK under the CONTRACT subject to being duly recommended by ENGINEER-IN-CHARGE and approved by OWNER for payment, based on documentary evidence of his having incurred such expenses.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

24.2 The CONTRACTOR will be further required to transfer the title and provide the following in the manner and as directed by the OWNER.

a) Any and all completed works.

b) Such partially completed WORK including drawings, information and CONTRACT rights as the CONTRACTOR has specially performed, produced or acquired for the performance of the CONTRACTOR.

25 NO WAIVER OF RIGHTS

25.1 Neither the inspection by the OWNER or any of their officials, employees, or agents nor any order by the OWNER for payment of money or any payment for or acceptance of the whole or any part of the Work by the OWNER nor any extension of time, nor any possession taken by OWNER shall operate as a waiver of any provision of the CONTRACT, or of any power herein reserved to the OWNER, or any right to damages herein provided, nor shall any waiver of any breach in the CONTRACT be held to be a waiver of any other subsequent breach.

26 PLANNING

26.1 Unless otherwise stated in the Agreement, the Contractor shall furnish to Owner not later than fifteen (15) Days from date of Notification of Award the following:

26.2 A bar chart, or similar, including the network of activities if required on account of the complexity of the Agreement, showing the time-scale of the main steps in the carrying out of his obligations, and showing at least :

- The dates at which the Contractor has to supply the information's and documents stipulated by the award,
- The dates at which the main orders for materials and equipment (bought out items) must normally be placed, and the required Completion dates for these,
- The method by which the Goods and /or Services are carried out outside the Site so that the contractual time-limits can be met,

26.3 The organizational chart, with names, of the team in control of the studies and the carrying out of the work. The Contractor describes the liaisons between said team and his existing structure. Contractor will state the skills and experience of the personnel involved regarding similar projects. This organizational chart also shows the links with his sub-contractors.

26.4 This planning does not relieve the Contractor of any of its obligations including Completion Schedule.

26.5 The details of site office and site stores for stocking the material in his scope of work as well as the free issued material.

27 PROGRESS

27.1 The planning (bar chart or similar physical progress forecast and quantities of manpower) established as per Clause 26 shall be used as a reference to regularly monitor the progress of the Contractor's obligations. In particular, the latter requires furnishing to the Owner in principle monthly, the actual physical progress computed by the method referred to in GCC Clause 26.

27.2 The planning is to be updated regularly by the Contractor, and is reviewed when the Owner so requests, any time particular circumstances significantly affect the elements that were taken into account when the planning was established.

27.3 If the work progress rate is deemed insufficient to meet the prescribed time-limits, the Owner will notify this to the Contractor and will demand that Contractor defines, in writing and within fifteen (15) Days, the measures he intends to take in order to improve the rate of progress, which measures have to receive the prior approval of the Owner.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

27.4 The Owner and/or Consultant reserve the right to have the progress of studies, procurement, work or any other contractual services monitored by any person of their choice, without this right in any way diluting the Contractor's obligations.

28 WORK IN MONSOON AND DEWATERING

28.1 Unless otherwise specified elsewhere in the tender, the execution of the WORK may entail working in the monsoon. The CONTRACTOR must maintain a minimum labour force as may be required for the job and plan and execute the construction and erection according to the prescribed schedule. No extra rate will be considered for such work in monsoon.

28.2 During monsoon and other period, it shall be the responsibility of the CONTRACTOR to keep the construction work site free from water logging at his own cost.

29 WORK ON SUNDAYS AND HOLIDAYS

29.1 For carrying out Work on Sundays, and Holidays, the CONTRACTOR will approach the ENGINEER-IN- CHARGE or his representative at least two days in advance and obtain permission in writing. The CONTRACTOR shall observe all labour laws and other statutory rules and regulations in force. In case of any violations of such laws, rules and regulations, consequence if any, including the cost thereto shall be exclusively borne by the CONTRACTOR and the OWNER shall have no liability whatsoever on this account.

30 SETTLEMENT OF DISPUTES

30.1 The rules of procedure for arbitration proceedings shall be as per Indian Arbitration and Conciliation Act 1996 or as amended.

30.2 If any dispute or difference arising between the Parties in respect of or concerning or connected with the interpretation or implementation of this Agreement or otherwise arising out of this Agreement, the parties hereto shall promptly and in good faith negotiate with a view to bring out and amicable resolution and settlement.

30.3 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Owner 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.

30.4 In the event, no amicable resolution or settlement is reached within a period of 30 days from the date on which such dispute or difference arose, such dispute or difference shall be referred for adjudication by sole Arbitrator to be appointed by the Managing Director (MD) of AGL, in accordance with the Arbitration and Conciliation Act, 1996 and rules made there under or any statutory modification in case the Arbitrator so appointed is related to AGL in any manner whatsoever.

30.5 The Arbitration proceedings shall be held in Indore and shall be conducted in English Language. The decision of such arbitration shall be binding and conclusive upon the Parties. The Parties to the arbitration shall equally share the costs and expenses of any such arbitration.

30.6 It is hereby clarified that the Courts at Indore alone shall have jurisdiction to try and entertain any and all suits or other proceedings in respect of, relating to or otherwise arising out of this Agreement.

30.7 Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Agreement unless they otherwise agree.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

31 LIMITATION OF LIABILITY

31.1 Except in cases of wilful negligence or wilful misconduct, and in the case of infringement, the Contractor shall not be liable to the Owner, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits provided that this exclusion shall not apply to any obligation of the Contractor to pay PRS to the Owner and the aggregate liability of the Contractor to the Owner, 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.

32 GOVERNING LANGUAGE

32.1 The Agreement shall be written in English language unless specified otherwise in the SCC. All correspondence and other documents pertaining to the Agreement which are exchanged by the parties shall be written in the same language. In case, any document/brochure etc. is written in any other language then its English translation shall govern.

33 APPLICABLE LAW

33.1 The Contract shall be governed and interpreted in accordance with the applicable laws of India and Courts at Indore shall have exclusive jurisdiction.

34 NOTICES

34.1 Any notice given by one party to the other pursuant to this Agreement shall be sent to the other party in writing by registered mail or facsimile and confirmed in writing to the other party's address specified in the Agreement.

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

35 INSURANCE

35.1 General

CONTRACTOR shall at his own expense arrange secure and maintain insurance with reputable insurance companies to the satisfaction of the OWNER as follows:

CONTRACTOR at his cost shall arrange, secure and maintain insurance as may be necessary and to its full value for all such amounts to protect the WORKS in progress from time to time and the interest of OWNER against all risks as detailed herein. The form and the limit of such insurance, as defined here in together with the under works thereof in each case should be as acceptable to the OWNER. However, irrespective of work acceptance the responsibility to maintain adequate insurance coverage at all times during the period of CONTRACT shall be that of CONTRACTOR alone. CONTRACTOR's failure in this regard shall not relieve him of any of his responsibilities and obligations under CONTRACT.

Any loss or damage to the work/ material, during transportation, storage, erection and completion of work till such time the WORK is taken over by OWNER, shall be to the account of CONTRACTOR. CONTRACTOR shall be responsible for preferring of all claims and make good for the damage or loss by way of repairs and/or replacement of the parts of the Work damaged or lost. CONTRACTOR shall provide the OWNER with a copy of all insurance policies and documents taken out by him in pursuance of the CONTRACT. Such copies of document shall be submitted to the OWNER immediately upon the CONTRACTOR having taken such insurance coverage. CONTRACTOR shall also inform the OWNER at least thirty days in advance regarding the expiry cancellation and/or changes in any of such documents and ensure revalidation/renewal etc., as may be necessary well in time.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

All costs on account of insurance liabilities covered under CONTRACT will be to CONTRACTOR's account and will be included in VALUE OF CONTRACT. However, the OWNER may from time to time, during the currency of the CONTRACT, ask the CONTRACTOR in writing to limit the insurance coverage risk and in such a case, the parties to the CONTRACT will agree for a mutual settlement, for reduction in VALUE OF CONTRACT to the extent of reduced premium amounts.

CONTRACTOR as far as possible shall cover insurance with Indian Insurance Companies.

i) **EMPLOYEES STATE INSURANCE ACT:**

The CONTRACTOR agrees to and does hereby accept full and exclusive liability for the compliance with all obligations imposed by the Employee State Insurance Act 1948 and the CONTRACTOR further agrees to defend, indemnify and hold OWNER harmless for any liability or penalty which may be imposed by the Central, State or Local authority by reason of any asserted violation by CONTRACTOR or SUB- CONTRACTOR of the Employees' State Insurance Act, 1948, and also from all claims, suits or proceeding that may be brought against the OWNER arising under, growing out of or by reasons of the work provided for by this CONTRACTOR, by third parties or by Central or State Government authority or any political sub- division thereof.

The CONTRACTOR agrees to fill in with the Employee's State Insurance Corporation, the Declaration Forms, and all forms which may be required in respect of the CONTRACTOR's or SUB- CONTRACTOR's employees, who are employed in the WORK provided for or those covered by ESI from time to time under the Agreement. The CONTRACTOR shall deduct and secure the agreement of the SUB- CONTRACTOR to deduct the employee's contribution as per the first schedule of the Employee's State Insurance Act from wages and affix the Employee's Contribution Card at wages payment intervals. The CONTRACTOR shall remit and secure the agreement of SUB-CONTRACTOR to remit to the State Bank of India, Employee's State Insurance Corporation Account, and the Employee's contribution as required by the Act. The CONTRACTOR agrees to maintain all cards and Records as required under the Act in respect of employees and payments and the CONTRACTOR shall secure the agreement of the SUB-CONTRACTOR to maintain such records. Any expenses incurred for the contributions, making contributions or maintaining records shall be to the CONTRACTOR's or SUB-CONTRACTOR's account.

The OWNER shall retain such sum as may be necessary from the total VALUE OF CONTRACT until the CONTRACTOR shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, have been paid. This will be pending on the CONTRACTOR when the ESI Act is extended to the place of work.

ii) **WORKMEN COMPENSATION AND OWNER'S LIABILITY INSURANCE:**

Workmen Compensation, Mediclaim policy and Owner's Liability Insurance shall be taken by the CONTRACTOR at its own cost covering all its employees (except those who are covered in ESI scheme against submission of documentary evidence) policy, who are engaged in the performance of this CONTRACT. If any of the work is sublet, the CONTRACTOR shall require the SUB-CONTRACTOR to provide workman's Compensation and Owner's liability insurance for the latter's employees if such employees are not covered under the CONTRACTOR's Insurance.

The policy shall indicate:

1. Work Order No.
2. Complete scope of work
3. Site/ location details
4. Details of workmen to be insured
5. Validity period of the insurance coverage

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

iii) ACCIDENT OR INJURY TO WORKMEN:

The PURCHASER shall not be liable for or in respect of any damages or compensation payable as per law in respect or in consequence of any accident or injury to any workman or other person in the Employment of the CONTRACTOR or any SUB-CONTRACTOR save and except an accident or injury resulting from any act or default of the PURCHASER, his agents or servants and the CONTRACTOR shall indemnify and keep indemnified the PURCHASER against all such damages and compensation (save and except and aforesaid) and against all claims, demands, proceeding, costs, charges and expenses, whatsoever in respect or in relation thereto.

iv) TRANSIT INSURANCE

Open transit policy of all items to be transported by the CONTRACTOR to the SITE of WORK, shall be taken by the CONTRACTOR and monthly declaration of the materials to be transported or transported to be declared to the insurance agency. This will include the materials to be supplied by the CONTRACTOR to AGL site and or any free issue materials issued by AGL, to be transported to site for execution of work. The cost of transit insurance should be borne by the CONTRACTOR and the quoted price shall be inclusive of this cost.

v) COMPREHENSIVE AUTOMOBILE INSURANCE

This insurance shall be in such a form as to protect the Contractor against all claims for injuries, disability, disease and death to members of public including PURCHASER's men and damage to the property of others arising from the use of motor vehicles during on or off the 'site' operations, irrespective of the Ownership of such vehicles.

vi) Comprehensive General Liability INSURANCE

This insurance shall protect the Contractor against all claims arising from injuries, disabilities, disease or death of member of public or damage to property of others due to any act or omission on the part of the Contractor, his agents, his employees, his representatives and Sub-Contractor's or from riots, strikes and civil commotion.

Contractor shall take suitable Group Personal Accident Insurance Cover for taking care of injury, damage or any other risks in respect of his Engineers and other Supervisory staff who are not covered under Employees State Insurance Act.

The policy shall cover third party liability. The third party (liability shall cover the loss/ disablement of human life (person not belonging to the Contractor) and also cover the risk of damage to others materials/ equipment/ properties during construction, erection and commissioning at site. The value of third party liability for compensation for loss of human life or partial/full disablement shall be of required statutory value but not less than Rs. 2 lakhs per death, Rs. 1.5 lakhs per full disablement and Rs. 1 lakh per partial disablement and shall nevertheless cover such compensation as may be awarded by Court by Law in India and cover for damage to others equipment/ property as approved by the Purchaser. However, third party risk shall be maximum to Rs. 10(ten) lakhs to death.

The Contractor shall also arrange suitable insurance to cover damage, loss, accidents, risks etc., in respect of all his plant, equipments and machinery, erection tools & tackles and all other temporary attachments brought by him at site to execute the work.

Any such insurance requirements as are hereby established as the minimum policies and coverage's which Contractor must secure and keep in force must be complied with, Contractor shall at all times be free to obtain additional or increased coverage's at Contractor's sole expenses.

vii) CONTRACTOR'S ALL RISK INSURANCE POLICY (CAR)

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

The contractor shall take all risk insurance policy at its own cost to cover physical loss or damage to the works at the site occurring prior to acceptance of work or part thereof taken over by the owner at its sole discretion with an extended maintenance coverage for the contractor's liability including Third Party Liability in respect of any loss or damage during the warranty period. Endorsements to the policy shall include coverage for faulty workmanship and materials.

Contractor will be required to take insurance coverage of minimum 1.5 times the order value to cover the cost of free issue material/items issued by the Owner and the cost of materials being procured by the CONTRACTOR. The policy shall be taken for individual work order.

The policy shall indicate:

1. Work Order No.
2. Complete scope of work
3. Site/ location details
4. Type of risks covered
5. Validity period of the insurance coverage

The policy shall indicate complete scope of work, site, location details of work, type of risks covered and validity of the insurance

viii) ANY OTHER INSURANCE REQUIRED UNDER LAW OR REGULATIONS OR BY OWNER:

CONTRACTOR shall also carry and maintain any and all other insurance(s), which he may be required under any law or regulation from time to time without any extra cost to OWNER. He shall also carry and maintain any other insurance which may be required by the OWNER

36

DAMAGE TO PROPERTY OR TO ANY PERSON OR ANY THIRD PARTY

36.1

CONTRACTOR shall be responsible for making good to the satisfaction of the OWNER any loss or any damage to structures and properties belonging to the OWNER or being executed or procured or being procured by the OWNER or of other agencies within in the premises of all the work of the OWNER, if such loss or damage is due to fault and/or the negligence or wilful acts or omission of the CONTRACTOR, his employees, agents, representatives or SUB-CONTRACTORS.

36.2

The CONTRACTOR shall take sufficient care in moving his plants, equipments and materials from one place to another so that they do not cause any damage to any person or to the property of the OWNER or any third party including overhead and underground cables and in the event of any damage resulting to the property of the OWNER or of a third party during the movement of the aforesaid plant, equipment or materials the cost of such damages including eventual loss of production, operation or services in any plant or establishment as estimated by the OWNER or ascertained or demanded by the third party shall be borne by the CONTRACTOR. Third party liability risk shall be Rupees One lakh for single accident and limited to Rupees Ten lakhs.

36.3

The CONTRACTOR shall indemnify and keeps the OWNER harmless of all claims for damages to property other than OWNER's property arising under or by reason of this agreement, if such claims result from the fault and/or negligence or wilful acts or omission of the CONTRACTOR, his employees, agents, representative of SUB-CONTRACTOR.

37

DATE OF COMING INTO EFFECT

37.1

The date of coming into effect shall be the date of Notification of Award unless otherwise specified in SCC.

38

EXECUTION OF WORK

38.1

The CONTRACTOR shall be responsible for ensuring that works throughout are executed in the most substantial, proper and workmanlike manner with the quality of material and workmanship in strict accordance with the SPECIFICATIONS and to the entire satisfaction of the ENGINEER-IN-CHARGE. The CONTRACTOR shall provide all necessary materials equipment labour etc. for execution and maintenance of WORK till completion unless otherwise mentioned in the CONTRACT

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

39 CONSTRUCTION AIDS, EQUIPMENTS, TOOLS & TACKLES

39.1 CONTRACTOR shall be solely responsible for making available for executing the WORK, all requisite CONSTRUCTION EQUIPMENTS, Special Aids, Barges, Cranes and the like, all Tools, Tackles and Testing Equipment and Appliances, including imports of such equipment etc. as required. In case of import of the same the rates applicable for levying of Custom Duty on such Equipment, Tools, & Tackles and the duty drawback applicable thereon shall be ascertained by the CONTRACTOR from the concerned authorities of Government of India. It shall be clearly understood that OWNER shall not in any way be responsible for arranging to obtain Custom Clearance and/or payment of any duties and/or duty draw backs etc. for such equipment so imported by the CONTRACTOR and the CONTRACTOR shall be fully responsible for all taxes, duties and documentation with regard to the same. Bidder in his own interest may contact, for any clarifications in the matter, concerned agencies/Dept./Ministries of Govt. of India. All clarifications so obtained and interpretations thereof shall be solely the responsibility of the CONTRACTOR

40 CARE OF WORKS

40.1 From the commencement to completion of the WORK, the CONTRACTOR shall take full responsibility for the care for all works including all temporary works and in case any damages, loss or injury shall happen to the WORK or to any part thereof or to any temporary works from any cause whatsoever, shall at his own cost repair and make good the same so that at completion the WORK shall be in good order and in conformity in every respects with the requirement of the CONTRACT and the ENGINEER-IN- CHARGE's instructions

41 ALTERATIONS IN SPECIFICATIONS, DESIGN AND EXTRA WORKS

41.1 The WORK covered under this CONTRACT having to be executed by the CONTRACTOR on a lump sum firm price. The OWNER will not accept any proposals for changes in VALUE OF CONTRACT or extension in time on account of any such changes which may arise to the CONTRACTOR's scope of WORK as a result of detailed Engineering and thereafter during the execution of WORK. The only exception to this will be a case where the OWNER requests in writing to the CONTRACTOR to upgrade the SPECIFICATIONS or the size of any major pieces of equipments, plant or machinery beyond what is normally required to meet the scope of WORK as defined in the CONTRACT DOCUMENT.

41.2 In such cases, a change order will be initiated by the CONTRACTOR at the appropriate time for the OWNER's prior approval giving the full back-up data for their review and for final settlement of any impact on price within 30 (thirty) days thereafter

42 OWNER MAY DO PART OF WORK

42.1 Upon failure of the CONTRACTOR to comply with any instructions given in accordance with the provisions of this CONTRACT the OWNER has the alternative right, instead of assuming charge of entire WORK, to place additional labour force, tools, equipments and materials on such parts of the WORK, as the OWNER may designate or also engage another CONTRACTOR to carry out the WORK. In such cases, the OWNER shall deduct from the amount which otherwise might become due to the CONTRACTOR, the cost of such work and material with ten percent (10%) added to cover all departmental charges and should the total amount thereof exceed the amount due to the CONTRACTOR, the CONTRACTOR shall pay the difference to the OWNER.

43 POSSESSION PRIOR TO COMPLETION

43.1 The ENGINEER-IN-CHARGE shall have the right to take possession of or use any completed or partially completed WORK or part of the WORK. Such possession or use shall not be deemed to be an acceptance of any work completed in accordance with the CONTRACT agreement. If such prior possession or use by the ENGINEER-IN- CHARGE delays the progress of WORK, equitable adjustment in the time of completion will be made and the CONTRACT agreement shall be deemed to be modified accordingly.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

44 SUSPENSION OF WORKS

44.1 Subject to the provisions of sub-para (ii) of this clause, the CONTRACTOR shall, if ordered in writing by the ENGINEER-IN-CHARGE, or his representative, temporarily suspend the WORKS or any part thereof for such written order, proceed with the WORK therein ordered to be suspended until, he shall have received a written order to proceed therewith. The CONTRACTOR shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the WORKS aforesaid. An extension of time for completion, corresponding with the delay caused by any such suspension of the WORKS as aforesaid will be granted to the CONTRACTOR should he apply for the same provided that the suspension was not consequent to any default or failure on the part of the CONTRACTOR

44.2 In case of suspensions of entire WORK, ordered in writing by ENGINEER-IN-CHARGE, for a period of more than two months, the CONTRACTOR shall have the option to terminate the CONTRACT

45 CARE OF WORKS

45.1 Defects prior to taking over:

If at any time, before the WORK is taken over, the ENGINEER-IN-CHARGE shall:

- a) Decide that any works done or materials used by the CONTRACTOR or by any SUB-CONTRACTOR is defective or not in accordance with the CONTRACT, or that the works or any portion thereof are defective, or do not fulfil the requirements of CONTRACT (all such matters being hereinafter, called 'Defects' in this clause), and
- b) As soon as reasonably practicable, gives to the CONTRACTOR notice in writing of the said decision, specifying particulars of the defects alleged to exist or to have occurred, then the CONTRACTOR shall at his own expenses and with all speed make good the defects so specified.

In case CONTRACTOR shall fail to do so, the OWNER may take, at the cost of the CONTRACTOR, such steps as may in all circumstances, be reasonable to make good such defects. The expenditure so incurred by the OWNER will be recovered from the amount due to the CONTRACTOR. The decision of the ENGINEER-IN-CHARGE with regard to the amount to be recovered from the CONTRACTOR will be final and binding on the CONTRACTOR. As soon as the WORK has been completed in accordance with the CONTRACT (except in minor respects that do not affect their use for the purpose for which they are intended and except for maintenance thereof provided in tender document and have passed the tests on completion, the ENGINEER-IN-CHARGE shall issue a certificate (hereinafter called Completion Certificate) in which he shall certify the date on which the WORK have been so completed and have passed the said tests and the OWNER shall be deemed to have taken over the WORK on the date so certified. If the WORK has been divided into various groups in the CONTRACT, the OWNER shall be entitled to take over any group or groups before the other or others and there upon the ENGINEER-IN-CHARGE shall issue a Completion Certificate which will, however, be for such group or groups so taken over only. In such an event if the group /section/ part so taken over is related, to the integrated system of the work, notwithstanding date of grant of Completion Certificate for group/ section/ part. The period of liability in respect of such group/ section/ part shall extend 12 (twelve) months from the date of completion of WORK.

45.2 Defects after taking over:

In order that the CONTRACTOR could obtain a COMPLETION CERTIFICATE he shall make good, with all possible speed, any defect arising from the defective materials supplied by the CONTRACTOR or workmanship or any act or omission of the CONTRACT or that may have been noticed or developed, after the works or groups of the works has been taken over, the period allowed for carrying out such WORK will be normally one month. If any defect be not remedied within a reasonable time, the OWNER may proceed to do the WORK at CONTRACTOR's risk and expense and deduct from the final bill such amount as may be decided by the OWNER.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

If by reason of any default on the part of the CONTRACTOR a COMPLETION CERTIFICATE has not been issued in respect of any portion of the WORK within one month after the date fixed by the CONTRACT for the completion of the WORK, the OWNER shall be at liberty to use the WORK or any portion thereof in respect of which a completion certificate has not been issued, provided that the WORK or the portion thereof so used as aforesaid shall be afforded reasonable opportunity for completing these works for the issue of Completion Certificate.

46

REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS

46.1

If during the progress of the WORK, OWNER shall decide and inform in writing to the CONTRACTOR, that the CONTRACTOR has manufactured any plant or part of the plant unsound or imperfect or has furnished plant inferior to the quality specified, the CONTRACTOR on receiving details of such defects or deficiencies shall at his own expenses within 7 (seven) days of his receiving the notice, or otherwise within such time as may be reasonably necessary for making it good, proceed to alter, re-construct or remove such work and furnish fresh equipments upto the standards of the specifications. In case the CONTRACTOR fails to do so, OWNER may on giving the CONTRACTOR 7 (seven) days' notice in writing of his intentions to do so, proceed to remove the portion of the WORK so complained of and at the cost of CONTRACTOR's, perform all such works or furnish all such equipments provided that nothing in the clause shall be deemed to deprive the OWNER of or affect any rights under the CONTRACT, the OWNER may otherwise have in respect of such defects and deficiencies.

46.2

The CONTRACTOR's full and extreme liability under this clause shall be satisfied by the payments to the OWNER of the extra cost, of such replacements procured including erection/installation as provided for in the CONTRACT; such extra cost being the ascertained difference between the price paid by the OWNER for such replacements and the CONTRACT price portion for such defective plants and repayments of any sum paid by the OWNER to the CONTRACTOR in respect of such defective plant. Should the OWNER not so replace the defective plant the CONTRACTOR's extreme liability under this clause shall be limited to the repayment of all such sums paid by the OWNER under the CONTRACT for such defective plant.

47

DEFENCE OF SUITS

47.1

If any action is brought before a Court, Tribunal or any other Authority against the Owner or an officer or agent of the OWNER, for the failure, omission or neglect on the part of the CONTRACTOR to perform any acts, matters, covenants or things under the CONTRACT, or damage or injury caused by the alleged omission or negligence on the part of the CONTRACTOR, his agents, representatives or his SUB- CONTRACTOR's, or in connection with any claim based on lawful demands of SUB-CONTRACTOR's workmen or employees, the CONTRACTOR, shall in such cases indemnify and keep the OWNER and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action.

48

DEDUCTIONS FROM THE CONTRACT PRICE

48.1

All costs, damages or expenses which OWNER may have paid or incurred, which under the provisions of the CONTRACT, the CONTRACTOR is liable/will be liable, will be claimed by the OWNER. All such claims shall be billed by the OWNER to the CONTRACTOR regularly as and when they fall due. Such claims shall be paid by the CONTRACTOR within 15 (fifteen) days of the receipt of the corresponding bills and if not paid by the CONTRACTOR within the said period, the OWNER may, then, deduct the amount from any moneys due i.e., Contract Performance Security or becoming due to the CONTRACTOR under the CONTRACT or may be recovered by actions of law or otherwise, if the CONTRACTOR fails to satisfy the OWNER of such claims.

49

COMPLETION CERTIFICATE

49.1

Application for Completion Certificate:

When the CONTRACTOR fulfils his obligation under Clause 45.1 he shall be eligible to apply for COMPLETION CERTIFICATE.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

The ENGINEER-IN-CHARGE shall normally issue to the CONTRACTOR the COMPLETION CERTIFICATE within one month after receiving any application therefore from the CONTRACTOR after verifying from the completion documents and satisfying himself that the WORK has been completed in accordance with and as set out in the construction and erection drawings, and the CONTRACT DOCUMENTS.

The CONTRACTOR, after obtaining the COMPLETION CERTIFICATE, is eligible to present the final bill for the WORK executed by him under the terms of CONTRACT.

49.2 Completion certificate

Within one month of the completion of the WORK in all respects, the CONTRACTOR shall be furnished with a certificate by the ENGINEER-IN-CHARGE of such completion, but no certificate shall be given nor shall the WORK be deemed to have been executed until all scaffolding, surplus materials and rubbish is cleared off the SITE completely nor until the WORK shall have been measured by the ENGINEER-IN- CHARGE whose measurement shall be binding and conclusive. The WORKS will not be considered as complete and taken over by the OWNER, until all the temporary works, labour and staff colonies are cleared to the satisfaction of the ENGINEER-IN-CHARGE.

If the CONTRACTOR fails to comply with the requirements of this clause on or before the date fixed for the completion of the WORK, the ENGINEER-IN-CHARGE may at the expense of the CONTRACTOR remove such scaffolding, surplus materials and rubbish and dispose off the same as he thinks fit and clean off such dirt as aforesaid, and the CONTRACTOR shall forthwith pay the amount of all expenses so incurred and shall have no claim in respect of any such scaffolding or surplus materials as aforesaid except for any sum actually realised by the sale thereof.

49.3 Completion certificate documents

For the purpose of Clause 49.2 the following documents will be deemed to form the completion documents:

- i) The technical documents according to which the WORK was carried out.
- ii) Four (4) sets of construction drawings showing therein the modification and correction made during the course of execution and signed by the ENGINEER-IN-CHARGE.
- iii) COMPLETION CERTIFICATE for 'embedded' and 'covered' up work.
- iv) Certificates of final levels as set out for various works.
- v) Certificates of tests performed for various WORKS.
- vi) Material appropriation, Statement for the materials issued by the OWNER for the WORK and list of surplus materials returned to the OWNER's store duly supported by necessary documents.

50 FINAL DECISION AND FINAL CERTIFICATE

50.1 Upon expiry of the period of liability and subject to the ENGINEER-IN-CHARGE being satisfied that the WORKS have been duly completed by the CONTRACTOR and that the CONTRACTOR has in all respect duly made-up any subsidence and performed all his obligations under the CONTRACT, the ENGINEER- IN-CHARGE shall (without prejudice to the rights of the OWNER to retain the provisions of relevant Clause hereof) otherwise give a certificate herein referred to as the FINAL CERTIFICATE to that effect and the CONTRACTOR shall not be considered to have fulfilled the whole of his obligations under CONTRACT until FINAL CERTIFICATE shall have been given by the ENGINEER-IN- CHARGE notwithstanding any previous entry upon the WORK and taking possession, working or using of the same or any part thereof by the OWNER.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

51 CERTIFICATE AND PAYMENTS ON EVIDENCE OF COMPLETION

51.1 Except the FINAL CERTIFICATE, no other certificates or payments against a certificate or on general account shall be taken to be an admission by the OWNER of the due performance of the CONTRACT or any part thereof or of occupancy or validity of any claim by the CONTRACTOR.

52 CONTRACTOR'S RESPONSIBILITY

52.1 The contractor shall depute his supervisor for supervision of the services, as per the scope of services mentioned and to receive instructions from Engineer-In-Charge or his representative.

52.2 Contractor shall make the salary payment to his personnel on or before 7th of every month and provide acknowledgement of salary slip by his personnel to the Owner. In case of default by the contractor, Owner will hold the release of contractor's payment till the contractor makes the payment of salary to his personnel or Owner may take suitable action at the risk & cost of Contractor.

52.3 Accommodation/ Transportation/ Conveyance/ Medical: The Contractor shall make his own arrangement for the accommodation & medical assistance to his personnel at respective locations and subsequent transportation / conveyance arrangement for them from their place of residence to work place or any other place as required and Owner shall have no obligation in this respect. The Owner shall not be responsible for providing any medical assistance to the contractor personnel.

52.4 Discipline: The Contractor shall be responsible for the discipline and good behaviour of all his personnel deployed in the services and should any complaint be received against any of his employee, he shall arrange to replace such person(s) within 24 hours of notice issued by the Engineer-in-Charge at his own cost. The decision of the Engineer-in-Charge in this matter shall be final and binding on the Contractor.

52.5 Gate pass/ Identity Card/ Uniform: The Contractor shall arrange for the gate pass, uniforms & requirement of supply/ renewal of identity cards to his workforce as per design to be approved by OWNER at his own cost, if so required by OWNER for security or for any other reasons. Contractor's personnel shall be required to carry their respective Identity Cards while on duty and produce on demand.

53 MODIFICATION IN CONTRACT

53.1 All modifications leading to changes in the Contract with respect to technical and/or commercial aspects shall be considered valid only when accepted in writing by Owner by issuing amendment to the Contract. Issuance of acceptance or otherwise in such cases, shall not be any ground for extension of agreed completion date and also shall not affect the performance of contract in any manner except to the extent mutually agreed through a modification of Contract.

53.2 Owner shall not be bound by any printed conditions or provisions in the Contractor's Bid Forms or acknowledgment of Contract, invoices, packing list or any other documents, which imposes any conditions at variance with or supplemental to Contract.

54 RIGHT TO GET SERVICES CARRIED OUT THROUGH OTHER AGENCIES

54.1 Nothing contained herein shall restrict OWNER from accepting similar services from other agencies at its sole discretion and at the risk and cost of the contractor, if the contractor fails to provide the said services any time not up to the satisfaction of Engineer-in-Charge.

55 SUB-LETTING OF CONTRACT

55.1 No part of this contract, nor any share or interest therein, in any manner or extent, will be transferred or assigned or sub-let, directly or indirectly, to any person / firm or organisation by the contractor without written consent of Owner.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

56 EMPLOYMENT LIABILITY OF CONTRACTOR

56.1 The Contractor shall indemnify Owner & shall be solely and exclusively responsible for any liability arising due to any difference or dispute between him and his employee / Third Party for the execution of this contract at any time during / after the contract period is over. All workmen engaged by the contractor shall be on his roll and be paid by him and Owner shall have no responsibility towards them.

56.2 The Contractor shall be directly responsible and indemnify the Owner against all charges, claims, dues, etc. arising out of disputes relating to the dues and employment of personnel deployed by him.

56.3 The Contractor shall indemnify the Owner against all losses or damages caused to it on account of acts of the personnel deployed by the contractor.

56.4 The Contractor shall ensure regular and effective supervision of the personnel deployed by him.

57 COMPLIANCE OF LAWS

57.1 The contractor deploying contract labour shall obtain license from appropriate licensing authority as per prevailing rules & regulation and as modified from time to time during contract period.

57.2 The contractor (which shall include the contracting firm / company) shall be solely liable to obtain and to abide by all necessary licenses from the concerned authorities as provided under the various Labour Laws / legislations including labour license from the competent authority under the Contract Labour ("Regulation & Abolition") Act 1970 and Acts made thereafter.

57.3 The Contractor shall also be bound to discharge obligations as provided under various statutory enactments including the Employees Provident Fund and Miscellaneous Provisions Act 1952, ESI Act 1948, Contract Labour ("Regulation & Abolition") Act 1970, Minimum Wages Act 1948, payment of wages Act 1936, Workmen's Compensation Act 1923 and other relevant Acts, Rules & Regulations in force from time to time.

57.4 The Contractor shall be responsible for necessary contributions towards PF, Family Pension, ESIC or any other statutory payments to Government Agencies as applicable under the laws in respect of the contract and of personnel deployed by the contractor for rendering services to Owner and shall deposit the required amount with the concerned statutory authorities on or before due dates. The contractor shall obtain a separate PF number from the concerned Regional Provident Fund Commissioner and submit necessary proof of having deposited the employees as well as the Owner's contribution to the Provident Fund. The contractor shall also be responsible for payment of any administration / inspection charges thereof, wherever applicable, in respect of personnel deployed by him relating to the work of Owner.

57.5 The Contractor shall not engage / deploy any person of less than 18 years under this contract, and the person(s) to be deployed should be physically and mentally fit.

57.6 The installations where job is to be carried out are live and have hydrocarbon environment. Contractor shall comply with all safety and security rules and regulations and other rules laid down by Owner for its operation. Contractor shall follow best Engineering practice and relevant international safety standards. It shall be duty / responsibility of the Contractor to ensure the compliance of fire safety, security and other operational rules and regulations by his personnel. Disregard to these rules by the Contractor's personnel will lead to the termination of the Contract in all respects and shall face penal / legal consequences.

57.7 Personnel protective items like safety helmets, safety shoes, hand gloves, eye protection, cotton working overalls / dresses (not synthetic materials) and other required materials for the safety of the contractor's personnel shall be arranged by the contractor himself. However firefighting equipments shall be arranged by Owner.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

57.8 The Contractor shall arrange for life insurance for all his personnel deployed on the job as per the relevant Acts, rules and regulations, etc. In case by virtue of provisions of Workers Compensation Act, 1923 or any other law in force, Owner has to pay compensation for a workman employed by the Contractor due to any cause whatsoever, the amount so paid shall be recovered from the dues payable to the Contractor and/or security deposit with Owner. General third party insurance for CNG Station shall be arranged by Owner.

58 THE ENGINEER-IN-CHARGE

58.1 Issue the contractor from time to time during the running of the Contract such further instructions as shall be necessary for the purpose of proper and adequate execution of the Contract and the Contractor shall carry out and bound by the same.

58.2 During the currency of this Contract, OWNER can increase and / or decrease the number of the services required & quantity of work /services shown in from the Schedule of Rates.

58.3 Order the Contractor to remove or replace any workmen whom the Owner considers incompetent or unsuitable and opinion of the Owner representative as to the competence of any workman engaged by the contractor shall be final and binding on the Contractor. Key personnel can be deployed at site only after getting approval from the OWNER.

59 REPATRIATION AND TERMINATION

59.1 OWNER shall reserve the right, at any time during the currency of the contract without assigning any reason thereof to terminate it by giving 30 days' notice to contractor, and upon expiry of such notice period the contractor shall vacate the site / office provided to him by Owner immediately.

59.2 Goods procured by the Contractor, but not utilised till date of termination will be the responsibility of the Contractor and no claim will be entertained by the Owner for the same.

59.3 Also Owner will not be responsible for any cost incurred by the Contractor including but not limited to repatriation of the workers, lease amount deposit for accommodation provided to the workers, etc. In case Owner has to incur expenses due to the same, the same shall be recovered from the dues payable to the contractor and / or security deposit held with OWNER.

60 INDEMNITY

60.1 Contractor shall exclusively be liable for non-compliance of the provisions of any act, laws rules and regulations having bearing over engagement of workers directly or indirectly for execution of Contract and the Contractor hereby undertake to indemnify the Owner against all actions, suits, proceedings, claims, damages demands, losses, etc. which may arise under Minimum Wages Act 1948, payment of wages Act 1936, Workmen's Compensation Act 1923, Personnel Injury (Compensation Insurance) Act, ESI Act, Fatal accident Act, Industrial Dispute Act, Shops and Establishment Act, Employees Provident Fund Act, Family Pension and deposit Linked Insurance schemes or any other act or statutes not herein specifically mentioned but having direct or indirect application for the persons engaged under this contract.

61 CONTRACTOR'S SUB-ORDINATE STAFF AND THEIR CONDUCT

61.1 Contractor, on or after award of the Contract shall Name and Depute a qualified engineer having sufficient experience in carrying out work of similar nature, to whom the equipments, materials, if any, shall be issued and instructions for works given. The Contractor shall also provide to the satisfaction of the Engineer-In-Charge, sufficient and qualified staff to superintend the execution of the Contract, foremen and leading hands including those specially qualified by previous experience to supervise the types of works comprised in the Contract in such manner as will ensure work of the best quality, expeditious working.

Whenever in the opinion of the Engineer-In-Charge additional properly qualified supervisory staff considered necessary, they shall be employed by the Contractor without additional charge on account thereof.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

61.2 If and whenever any of the Contractor's assistants, foremen, or other employees shall in the opinion of Engineer-In- Charge be guilty of any misconduct or be incompetent or insufficiently qualified or negligent in the performance of their duties of that in the opinion of the Owner or the Engineer-In-Charge, it is undesirable for administrative or any other reason for such person or persons to be employed in the works, the Contractor, is so directed by the Engineer-In-Charge, shall at once remove such person or persons from employment thereon. Any person or persons so removed from the works shall not again be employed in connection with the Contract without the written permission of the Engineer-In-Charge. Any person so removed from the Contract shall be immediately re-placed at the expense of the Contractor by a qualified and competent substitute. Should the Contractor be requested to repatriate any person removed from the works he shall do so and shall bear all costs in connection herewith.

61.3 The Contractor shall be responsible for the proper behaviour of all the staff, foremen, workmen, and others, and shall exercise a proper degree of control over them and in particular and without prejudice to the said generality, the Contractor shall be bound to prohibit and prevent any employees from trespassing or acting in any way detrimental or prejudicial to the interest of the community or of the properties or occupiers of land and properties in the neighborhood and in the event of such employee so trespassing, the Contractor shall be responsible therefore and relieve the Owner of all consequent claims or actions for damages or injury or any other grounds whatsoever. The decision of the Engineer -In-Charge upon any matter arising under this clause shall be final. The Contractor shall be liable for any liability to Owner on account of deployment of Contractor's staff etc. or incidental or arising out of the execution of Contract.

61.4 The Contractor shall be liable for all acts or omissions on the part of his personnel, staff, foremen and workmen / labour and others in his employment, including misfeasance or negligence of whatever kind in the course of their work or during their employment, which are connected directly or indirectly with the Contract.

62 JURISDICTION

62.1 The contract shall be governed by and construed according to the laws in force in India and the Courts at Indore alone shall have jurisdiction to try and entertain any and all suits or other proceedings in respect of, relating to or otherwise arising out of this Contract.

63 FORCE MAJEURE

63.1 In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by it under this agreement, the relative obligation of the party affected by such Force Majeure shall, after notice under this article be suspended for the period during which such cause lasts.

63.2 The term Force Majeure as employed herein shall mean act of god, war/hostilities, riot/civil commotion, earthquake, Tsunami, fire, flood, tempest, lightening or other natural disaster, restriction imposed by the government or other statutory bodies, acts and regulations or any of its authorised agencies.

63.3 Upon such occurrence, contractor shall immediately inform the Owner and only in case Owner decides, contractor shall stop the Work. In case of any emergency, contractor shall activate Emergency Response Plan (ERP) as per Owner's approved procedures.

63.4 Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing within forty eight (48) hours of the alleged beginning and ending thereof giving full particulars and satisfactory evidence in support of its claim.

63.5 Time for performance of the relative obligation suspended by the Force Majeure shall then stand extended for the period for which such cause lasts.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

**SECTION-V
FORMS AND FORMATS
& APPENDIX**

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

**F-1
BIDDER'S GENERAL INFORMATION**

To

Aavantika Gas Limited

202 – B, 2nd Floor, NRK Business Park,
Vijay Nagar Square, A.B. Road,
Indore (M.P), Pin – 452010

1-1 Bidder Name: _____

1-2 Number of Years in Operation: _____

1-3 Address of Registered Office: _____

City _____ District _____
State _____ PIN/ZIP _____

1-4 Operation Address

if different from above: _____

City _____ District _____
State _____ PIN/ZIP _____

1-5 Telephone Number: _____

(Country Code) (Area Code) (Telephone
Number)

1-6 E-mail address: _____

1-7 Website: _____

1-8 Fax Number: _____

(Country Code) (Area Code) (Telephone
Number)

1-9 ISO Certification, if any {If yes, please furnish details}

1-10 Bid Currency _____

1-11 Port of shipment / Dispatch Point _____

1-12 Whether Supplier / Manufacturer _____

Dealer/Trader/Contractor _____

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

1-13 Type of Material Supplies : _____

1-14 Banker's Name : _____

1-15 Branch : _____

1-16 Branch Code : _____

1-17 Bank account number : _____

1-18 GSTN No.: _____

1-19 State / UT.: _____

1-20 PAN No. : _____

1-21 Whether SSI Registrant Or not : _____

1-22 EPF No. _____

(SIGNATURE OF BIDDER WITH SEAL)

NOTE:

- 1. Bidders have to submit the supporting document confirming the above registrations.**

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

F – 2 BID FORM

To
Aavantika Gas Limited
202 – B, 2nd Floor, NRK Business Park,
Vijay Nagar Square, A.B. Road,
Indore (M.P), Pin – 452010
Dear Sir,

After examining/reviewing the Bidding Documents including technical specifications, drawings, General and Special Conditions of Contract and Price schedule etc. the receipt of which is hereby duly acknowledged, we, the undersigned, are pleased to bid to execute the whole of the Job for the item in conformity with, the said Bidding Documents, including Corrigendum / Addenda Nos.

We confirm that this bid is valid for a period of Four (4) months from the date of opening of Techno-Commercial Bid, and it shall remain binding upon us and may be accepted by any time before the expiration of that period.

If our bid is accepted, we will provide the performance guarantee as per clause no 39 of GCC, for the due performance within fifteen days of such award. Until a final Contract is prepared and executed, the bid together with your written acceptance thereof in your notification of award shall constitute a binding Contract between us.

We understand that Bidding Document is not exhaustive and any action and activity not mentioned in Bidding Documents but may be inferred to be included to meet the intend of the Bid Documents shall be deemed to be mentioned in Bidding Documents unless otherwise specifically excluded and we confirm to perform for fulfillment of Agreement and completeness of the Work in all respects within the time frame and agreed price.

We understand that you are not bound to accept the lowest priced or any bid that you may receive.

**SEAL AND SIGNATURE
DATE:**

Duly authorized to sign bid for and on behalf of

(SIGNATURE OF WITNESS)

WITNESS NAME:
ADDRESS:

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

F – 3 ANNUAL TURNOVER

Bidder must fill in this form

Annual Turnover data for the last 3 years:

Year		Amount (in INR)
Year 1:		
Year 2:		
Year 3:		

1. The information supplied should be the Annual Turnover of the bidder
2. A brief note should be appended describing thereby details of turnover as per audited results.

SEAL AND SIGNATURE OF THE BIDDER

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA

CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

**F – 3 B FINANCIAL
STATUS**

Bidder must fill this form

FINANCIAL DATA FOR LAST AUDITED FINANCIAL YEAR

Description	For the year of
	Amount (in INR)
1. Current assets	
2. Current Liabilities (including secured and un-secured short term loans & working capital loans)	
3. Working Capital (Current Assets-Current liabilities)	
4. Net Worth Owners funds (Paid up share capital and Free Reserves & Surplus) (NW)	

1. Attached are copies of the audited balance sheets, including all related notes and income statement for the last Audited Financial year, as indicated above, complying with the following conditions.
 - All such documents reflect the financial situation of the bidder
 - Historic financial statements must be audited by a certified accountant.
 - Historic financial statements must be complete, including all notes to the financial statements.
 - Historic financial statements must correspond to accounting periods already completed and audited (no statement for partial periods shall be requested or accepted)

SEAL AND SIGNATURE OF BIDDER

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

**F – 3 C
FORMAT FOR CERTIFICATE FROM BANK IF BIDDER'S WORKING
CAPITAL IS INADEQUATE / NEGATIVE**

(To be provided on Bank's letter head)

**To,
M/s Aavantika Gas Limited**

Date:

Dear Sir,

This is to certify that M/s----- (name of the Bidder with address) (hereinafter referred to as Customer) is an existing Customer of our Bank.

The Customer has informed that they wish to bid for Aavantika Gas Limited Tender No.-----dated----- for----- (Name of the supply/work/services/consultancy) and as per the terms of said Tender Document they have to furnish a certificate from their Bank confirming the availability of line of credit.

According M/s----- (name of the Bank with address) confirms availability of line of credit to M/s---(name of the Bidder) for at least an amount of Rs.....

It is also confirmed that the net worth of the Bank is more than Rs. 100 Crores (or Equivalent USD) and the undersigned is authorized to issue this certificate.

Yours truly,

For.....(Name & address of Bank)

(Authorized signatory)

Name of the signatory:

Designation:

Email Id:

Contact No.:

Stamp:

Note:

This Declaration Letter for line of credit shall be from single bank only. Letters from multiple banks shall not be applicable. However, banking syndicate will be acceptable wherein a group of banks can jointly provide line of credit to the bidder.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

F-4

PROFORMA FOR BANK GUARANTEE FOR EARNEST MONEY DEPOSIT/ BID SECURITY
(To be stamped in accordance with the Stamp Act)

Ref.....

Bank Guarantee No.....

Date.....

To

Aavantika Gas Limited,
Second Floor 202-B, NRK Business Park,
Vijay Nagar Square, AB Road,
Indore-452010,

Dear Sir(s),

In accordance with Invitation for Bid under your reference No. _____
M/s. _____ having their Registered / Head Office at _____
(hereinafter called the Tenderer) wish to participate in the
said bidding for _____.

As an irrevocable Bank Guarantee against Earnest Money for the amount of _____
is required to be submitted by the Bidder as a condition precedent for
participation in the said bidding which amount is liable to be forfeited on the happening of
any contingencies mentioned in the Bidding Document.

We, the _____ Bank at _____
having our Head Office _____
(Local Address) guarantee and undertake to pay immediately on demand without any
recourse to the bidder by AAVANTIKA GAS Ltd., the amount _____
without any reservation, protest, demur and recourse. Any
such demand made by AAVANTIKA GAS Ltd., shall be conclusive and binding on us
irrespective of any dispute or difference raised by the Bidder.

This guarantee shall be irrevocable and shall remain valid upto _____ [this date
should be valid for 2 months in excess of bid validity]. If any further extension of this
guarantee is required, the same shall be extended to such required period on
receiving instructions from M/s. _____
whose behalf this guarantee is issued.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on
this _____ day of _____ 200 _____ at _____.

WITNESS:

(SIGNATURE)
(NAME)

(SIGNATURE)
(NAME)
Designation with Bank Stamp

(OFFICIAL ADDRESS)

Attorney as per Power of Attorney
No. _____
Date: _____

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

INSTRUCTIONS FOR FURNISHING BANK GUARANTEE FOR EMD/BID SECURITY

1. The Bank Guarantee by bidders will be given on non-judicial stamp paper as per stamp duty applicable. The non-judicial stamp paper should be in the name of the issuing bank. In case of foreign bank, the said banks guarantee to be issued by its correspondent bank in India on requisite non-judicial stamp paper.
2. The expiry date as mentioned in bid document should be arrived at by adding 2 months to the date of expiry of the bid validity unless otherwise specified in the Bidding Documents.
3. The bank guarantee by bidders will be given from bank as specified in ITB
4. A letter from the issuing bank of the requisite Bank Guarantee confirming that said bank guarantee /all future communication relating to the Bank Guarantee shall be forwarded to the Employer at its address as mentioned at ITB.
5. Bidders must indicate the full postal address of the bank along with the bank's e-mail/ Fax no. From where the earnest money bond has been issued.
6. If a bank guarantee is issued by a commercial bank, then a letter to Employer confirming its net worth is more than Rs. 1,000,000,000/- (Rupees one hundred crore) or equivalent along with documentary evidence.

Bank details for BG/LC (SFMS) receiving through SFMS:

Bank Name: ICICI Bank Limited Bank

IFSC: ICIC0000041

Bank A/c No.: 004105013583

**Bank Address: ICICI BANK LTD, MALAV PARISAR,4 CHOTI KHAJRANI, A.B.
ROAD.INDORE 452008 (M.P), INDORE**

The bidders bank has to send the below details in the BG SWIFT message to our Banker:

77C: Details of Guarantee

7035: ICIC0000041

7036: ICICI BANK LTD, INDORE AC NO 004105013583

7037: AG533170984 Unique Identifier Number (Mandatory)

7038: XXXXX

7039: XXXXXX(XX)DT XX.XX.2023

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

F-5

**LETTER OF AUTHORITY
PROFORMA FOR LETTER OF AUTHORITY FOR ATTENDING AND SUBSEQUENT
NEGOTIATIONS / CONFERENCES**

No.

Date:

Aavantika Gas Limited
202 – B, 2nd Floor, NRK Business Park,
Vijay Nagar Square, A.B. Road,
Indore (M.P), Pin – 452010

Dear Sir,

**We _____ hereby authorize following
representative(s) to attend Bid opening and for any other correspondence and
communication against above Bidding Document:**

Name & Designation _____ Signature _____

Name & Designation _____ Signature _____

We confirm that we shall be bound by all commitments made by aforementioned
authorized representatives.

Yours faithfully,

Signature

Name & Designation

For and on behalf of

Note: This letter of authority should be on the letterhead of the bidder and should be
signed by a person competent and having the power of attorney to bind the bidder.

Not more than two persons are permitted to attend techno –commercial un-priced and
price bid opening.

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

F – 6

NO DEVIATION CONFIRMATION

Aavantika Gas Limited
202 – B, 2nd Floor, NRK Business Park,
Vijay Nagar Square, A.B. Road,
Indore (M.P), Pin – 452010

Dear Sir,

We understand that any deviation / exception in any form may result in rejection of bid. We, therefore, certify that we have not taken any exceptions/deviations anywhere in the bid and we agree that if any deviation / exception is mentioned or noticed, our bid may be rejected.

(SEAL AND SIGNATURE OF BIDDER)

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

F - 7

DETAILS OF SIMILAR WORK DONE DURING PAST SEVEN YEARS

Note: Copies of Letter of awards and completion certificate for the above works to be enclosed. The Work completed earlier than seven years need not be indicated here. The list of work, not of similar nature need not be indicated here Failing to comply aforementioned instructions may lead to rejection of bid.

SEAL AND SIGNATURE OF BIDDER

F - 8

**PROFORMA FOR CONTRACT PERFORMANCE BANK GUARANTEE
(ON NON-JUDICIAL PAPER OF APPROPRIATE VALUE)**

Ref: _____ Bank Guarantee No.

Date.....

To
Aavantika Gas Limited
202 – B, 2nd Floor, NRK Business Park,
Vijay Nagar Square, A.B. Road,
Indore (M.P), Pin – 452010

Dear Sirs,

M/s

awarded	the	work	of	(Specify	Tender	Name	have	been
					vide	PO/WO	&	No.),
					(Specify the PO / WO No.)			No.
					for	AAVANTIKA	GAS	

Ltd.,

202 – B, 2nd Floor, NRK Business Park, Vijay Nagar Square, A.B. Road, Indore (M.P.) India.

The Contracts conditions provide that the CONTRACTOR shall pay a sum of _____ (as full Contract Performance Guarantee in the form therein mentioned. The form of payment of Contract Performance Guarantee includes guarantee executed by Nationalized Bank, undertaking full responsibility to indemnify AAVANTIKA GAS Ltd., in case of default.

The said _____ (name of the contractor's firm) has approached us and at their request and in consideration of the premises we having our office at _____ have agreed to give such guarantee as hereinafter mentioned.

1. We _____ (name _____ of _____ the _____ Bank) hereby

undertake and agree with you that if default shall be made by M/s _____ in performing any of the terms and conditions of the tender or in payment of any money payable to AAVANTIKA GAS Ltd., we shall on demand pay without any recourse to the contractor to you in such manner as you may direct the said amount of _____ only or such portion thereof not exceeding the said sum as you may from time to time require.

2. You will have the full liberty without reference to us and without affecting this guarantee, postpone for any time or from time to time the exercise of any of the powers and rights conferred on you under the contract with the said _____ and to enforce or to forbear from endorsing any powers or rights or by reason of time being given to the said _____ which under law relating to the sureties would but for provision have the effect of releasing us.

3. Your right to recover the said sum of _____ (_____) from us in manner aforesaid will not be affected or suspended by reason of the fact that any dispute or disputes have been raised by the

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]**

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

said M/s._____ and/or that any dispute or disputes are pending before any officer, tribunal or court.

4. The guarantee herein contained shall not be determined or affected by the liquidation or winding up dissolution or changes of constitution or insolvency of the said but shall in all respects and for all purposes be binding and operative until payment of all money due to you in respect of such liabilities is paid.
5. This guarantee shall be irrevocable and shall remain valid upto_____, If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instruction from M/s._____ on whose behalf this guarantee is issued.
6. The Bank Guarantee's payment of an amount is payable on demand and in any case within 48 hours of the presentation of the letter of invocation of Bank Guarantee. Should the banker fail to release payment on demand, a penal interest of 18% per annum shall become payable immediately and any dispute arising out of or in relation to the said Bank Guarantee shall be subject to the jurisdiction of Indore Courts.
7. We have power to issue this guarantee in your favor under Memorandum and Articles of Association and the undersigned has full power to do under the Power of Attorney dated _____ granted to him by the Bank.

Yours faithfully,

_____ Bank

By its Constituted Attorney

Signature of a person duly authorized to sign on behalf of the Bank.

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]

HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

INSTRUCTIONS FOR FURNISHING CONTRACT PERFORMANCE GUARANTEE

1. The Bank Guarantee by successful bidder(s) will be given on non-judicial stamp paper as per stamp duty applicable. The non-judicial stamp paper should be in name of the issuing bank. In case of foreign bank, the said bank guarantee to be issued by its correspondent bank in India on requisite non-judicial stamp paper and place of bid to be considered as Indore.
2. The bank guarantee by bidders will be given from bank as specified in ITB.
3. A letter from the issuing bank of the requisite Bank Guarantee confirming that said bank guarantee and all future communication relating to the Bank Guarantee shall be forwarded to Employer
4. If a bank guarantee is issued by a commercial bank, then a letter to Owner confirming its net worth is more than Rs.1,000,000,000/- (Rupees one hundred Crores) or its equivalent in foreign currency along with a documentary evidence.

Bank details for BG/LC (SFMS) receiving through SFMS:

Bank Name: ICICI Bank Limited Bank

IFSC: ICIC0000041

Bank A/c No.: 004105013583

Bank Address: ICICI BANK LTD, MALAV PARISAR,4 CHOTI KHAJRANI, A.B. ROAD.INDORE 452008 (M.P), INDORE

The bidders bank has to send the below details in the BG SWIFT message to our Banker:

77C: Details of Guarantee

7035: ICIC0000041

7036: ICICI BANK LTD, INDORE AC NO 004105013583

7037: AG533170984 Unique Identifier Number (Mandatory)

7038: XXXXX

7039: XXXXXX(XX)DT XX.XX.2023

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

F- 9

**DECLARATION
(ON BIDDER'S LETTER HEAD)**

Aavantika Gas Limited,

Indore (M.P.)

We confirm that we have not been banned by any CGD Company for the tendered product/service.

We confirm that we or our Parent(s) / Holding firm(s) or our subsidiary(ies) should not have been blacklisted or Holiday listed by any state / central government department, agency, corporation, PSU in India for similar products/services as on the date of submission of the bid

**SEAL AND SIGNATURE OF BIDDER
(SIGNED BY COMPETENT AUTHORITY)**

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

FORM – 10

**DECLARATION ON TENDER DOCUMENT DOWNLOADED
(on Bidder's letter head)**

No.

Date:

Aavantika Gas Limited,
Indore (M.P.)

**Sub: Bid Document no. AGL/Head Office/Contracts and Purchase/11/25-26/ET/11[SECURITY
SOLUTION LICENSES]**

Sir,

We hereby confirm that we have read each page of the subject Tender document along with Corrigendum & Reply to bidder's queries thoroughly and understood the complete Scope of Work and other terms & conditions. We hereby also confirm that tender terms & conditions are acceptable to us and entire scope of work shall be executed as per Project Timeline at the Quoted Rates without any deviation.

Yours faithfully,

Signature
Name & Designation
For and on behalf of

SEAL & SIGNATURE OF BIDDER

**E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA
CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER**

**SECTION VI
SCHEDULE OF RATES (SOR)**

E- TENDER NO.: AGL/Head Office/Contracts and Purchase/19/25-26/ET/19[DATA CENTER CLOUD HOSTING]
HIRING OF CLOUD HOSTING DATA BACKUP SERVICES FOR DATA CENTER

Sr.No	Description	Quantity	Unit Price Excluding GST
1	<p>Service category: Management and Governance Service type : Azure Backup Region : Central India</p> <p>A) The proposed cloud backup service covers on-premises servers with 8 instances x 4 TB each, configured with LRS (Locally Redundant Storage), Cold Access Tier, and Low Average Daily Churn, ensuring optimized and cost-effective backup storage. The estimated average yearly backup requirement is up to 32 TB for a period of 03 years.</p> <p>In case the overall data size increases beyond the allocated capacity and the subscribed value is exhausted, the additional storage charges will be paid on a Pay-As-You-Go basis as per the applicable MS Azure cloud pricing.</p> <p>B) Qty. 2 D16s v3 (12 vCPUs, 64 GB RAM) (3 year reserved), Windows (AHB), SQL Web (Pay as you go); 1 managed disk – E10; Inter Region transfer type, 5 GB outbound data transfer from Central India to East Asia</p> <p>C.) Managed Disks, Standard HDD, S50 Disk Type 1 Disks, 100 Storage transactions</p> <p>D.) Qty 2 D8s v3 (8 vCPUs, 32 GB RAM) (3 year reserved), Linux, (Pay as you go); 1 managed disk – E10; Inter Region transfer type, 5 GB outbound data transfer from Central India to East Asia</p> <p>E.) Managed Disks, Standard HDD, S40 Disk Type 1 Disks, 100 Storage transactions</p> <p>F.) Microsoft Defender for Cloud Workload Protection: 0 Plan 1 servers x 730 Hours, 2 Plan 2 servers x 730 Hours, 0 Container vCores x 730 Hours, 0 additional container image scans, 0 App Service nodes x 730 Hours, 0</p> <p>G.) Log analytics: Log Data Ingestion: 0 GB Daily Analytics logs ingested, 1 GB Daily Basic logs ingested, 1 Week of Interactive Data Retention, 0 months of data archived, 1 GB data restored for 1 days, 0 Basic Log Search Queries per day with 0 GB data scanned per query, 0 GB of Log Data Exported per day, Platform Log Data Processed per day: 0 GB with Destination to Storage or Event Hub and 0 GB with Destination to Marketplace Partners, 0 Search job Queries per day with 0 GB data scanned per query; 0 SCOM MI Endpoints; Managed Prometheus</p>	36 Months	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>QUOTED</p> <input type="checkbox"/> </div> <div style="text-align: center;"> <p>NOT QUOTED</p> <input type="checkbox"/> </div> </div> <p>** NOTE: PLEASE DO NOT QUOTE RATES HERE. Bidder has to quote Unit Rate in the Price Format duly available on Bidding floor during submission of Price on MSTC Portal.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="margin: 0;">Only Tick mark ✓ in the Box and submit.</p> </div>
2	<p>Service category: Networking Service type: VPN Gateway Region: Central India</p> <p>VPN Gateways, VpnGw1 tier, 730 gateway hour(s), 1 additional S2S tunnels (beyond included amount), 0 additional P2S connections (beyond included amount), 101 GB, VPN VPN gateway type</p>	36 Months	
3	<p>Service category: Networking Service type: IP Addresses Region: Central India</p> <p>Standard (ARM), 4 Static IP Addresses X 730 Hours, 0 Public IP Prefixes X 730 Hours</p>	36 Months	
4	<p>Service category: Networking Service type: Bandwidth</p> <p>Internet egress, 101 GB outbound data transfer from Central India routed via Microsoft Global Network</p>	36 Months	
5	Monthly Support as and when required	36 Months	
6	One time Supply, Migration, Installation, testing and Commissioning work	Lumpsum	

Please quote applicable GST in %

Note: Bidder are requested to quote firm unit price for above mentioned SOR items.

1. AGL will not pay any ADDITIONAL amount other than Bidder's quoted price to carry out the scope of work during entire Schedule contract period.