



**TENDER No.: AGL/83/MANUAL TENDER/AMC GIS SERVER/06-2026  
AMC OF SERVERS INSTALLED FOR GIS WEBSITE AND DATABASE  
HOSTING FOR PERIOD OF TWO (02) YEARS**



# **AAVANTIKA GAS LIMITED**

(A JOINT VENTURE COMPANY OF GAIL & HPCL)

**CITY GAS DISTRIBUTION PROJECT IN INDORE,  
UJJAIN, PITHAMPUR & GWALIOR**

## **AMC OF SERVERS INSTALLED FOR GIS WEBSITE AND DATABASE HOSTING FOR PERIOD OF TWO (02) YEARS**

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### **OPEN COMPETITIVE BIDDING**

**ISSUE DATE: 08.06.2026**

#### **Important Dates**

Pre-Bid Meeting Date & Time	<b>12.06.2026 at 11:00 Hrs</b>
Last Date & Time of Submission of Tender (Physical Bid)	<b>22.06.2026 up to 16.00 Hrs</b>
Date & Time of Opening of Un-Priced Bid at AGL HO	<b>22.06.2026 at 16.30 Hrs</b>
Date & Time of Opening of Priced Bid at AGL HO	<b>Will BE Informed Later</b>

**CONTACT PERSON at Aavantika Gas Limited:**

- 1) Mr. Varender Sharma, Ch Mngr: Mobile – 98889 25792 / Email: varender.sharma@aglonline.net
- 2) Mr. Himanshu Shrivastava, Mngr, Mobile – 9131099726 / Email: himanshu.s@aglonline.net
- 3) Mr. Anurag Singh, Engineer: Mobile – 86006 90470 / Email: anurag@aglonline.net
- 4) cp@aglonline.net 0731-4222520

Initiated By :

Reviewed By:

Verified By:

Approved By:



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Aavantika Gas Ltd. (AGL) is a Joint venture of GAIL & HPCL for implementation of City Gas projects in Indore, Ujjain, Pithampur & Gwalior for CNG in transportation sector and PNG supply to Industrial, Commercial and Domestic consumers.

## 1. **SCOPE OF WORK:**

The Annual Maintenance Contract (AMC) shall cover comprehensive hardware maintenance and technical support for the installed HPE Server(s) located at Indore Location. The vendor shall provide 24x7 support with Next Business Day (NBD) onsite response for hardware faults and failures.

The AMC shall include preventive maintenance, breakdown maintenance, replacement of faulty components, firmware updates, and technical support required for uninterrupted operation of the server infrastructure.

### **Coverage of Hardware Components**

The AMC shall cover all hardware components of the HPE server including but not limited to:

- Motherboard / system board
- Processor (CPU)
- RAM / memory modules
- Hard disk drives / SSDs
- RAID controller and cache modules
- Power supply units (PSU)
- Cooling fans and thermal modules
- Internal cables, connectors, and backplanes
- Firmware and Driver Updates

**Replacement of defective components shall be done with genuine HPE certified parts.**

### **Service Support Requirement**

The service provider shall provide the following support:

- 24 x 7 days remote technical support
- Next Business Day (NBD) onsite support after fault logging
- Support through phone, email
- Diagnosis and troubleshooting of hardware issues
- Coordination with OEM (HPE) for resolution if required
- Vendor will coordinate with the OEM for any software or hardware issue arises.

## 2. **TECHNICAL BIDDER QUALIFICATION CRITERIA (BQC):**

The Bidder should have completed server AMC work under any single contract/order of value not less than Rs. 74,000 in last 5 years reckoned from bid due date.

## 3. **DOCUMENTS TO BE SUBMITTED IN SUPPORT OF TECHNICAL BQC:**

- I. Bidder has to submit a copy of order of award (Executed within last 5 years reckoned from the bid due date), and SOR clearly describing scope of work and completion certificate issued by the client for the same. The completion certificate should have cross reference to the order of award and executed value.
- II. In case of ongoing projects, provisional completion certificate from the client to be submitted. The certificate should indicate the value of the portion of the work completed as on bid due date. The certificate to this effect from the client on client's letter head to be provided along with copy of order of award.

All claimed projects must be awarded directly from the client. Projects executed on sub-contract basis will not be considered for qualification

**4. BID EVALUATION:**

- Evaluation shall be done on overall lowest cost basis.
- If quoted amount of two or more L-1 ranked bidders are same, then contract will be awarded to that L-1 bidder whose Turnover as per Last Audited Balance Sheet will be higher.

**5. CONTRACT PERIOD:**

Contract period shall be 02 years from the date of award of LOI.

**6. Performance Bank Guarantee:**

Within 15 days from the date of award of LOI, the Bidder shall furnish Performance Guarantee in the form of Bank Guarantee to the Purchaser, for an amount equivalent to 5 % of Annual Contract value (Excluding taxes & duties). Performance Bank guarantee shall be valid for a period of 3 months beyond the expiry of the Contract period.

**7. PAYMENT TERMS:**

- Payment will be done on quarterly basis (i. e. after completion of each quarter) after successful completion of AMC services as per scope of work.
- GST-compliant invoice value, including all applicable taxes and duties, shall be paid by AGL within 15 days of submission of invoice on quarterly basis, duly certified by the concerned EIC.
- Payments for services shall be made through normal banking channels on a quarterly basis, subject to the services.
- 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 made at the source as per the law in force.

**8. PENALTY CLAUSE:**

In case, the vendor fails to complete the work/services (technical & maintenance) within stipulated period of next business day after the intimation by EIC then unless such failure is due to force majeure, then a penalty Rs.1000 per day shall be applicable on the delayed services, Subject to a maximum of 5% of the invoice value.

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 OIC/HOD.

**9. SUBMISSION OF QUOTATION:**

**PLEASE SUBMIT YOUR MOST COMPETITIVE QUOTATION IN SEALED ENVELOPE COMPLETE WITH ABOVE DETAILS IN SCHEDULES OF RATES(SOR) LATEST BY 22.06.2026 UPTO 16:00 HRS AT AGL HO.**

**Bid should be submitted in a Two envelope containing below:**

**1<sup>st</sup> Envelope Contain:**

- The Original copy of SOR marked as "Quoted".**
- Sealed and Signed Copy of TENDER Document.**
- Documents pertaining to Serial No. 2 & 3 above.**
- Bidder has to submit No Deviation Confirmation in their Letter head as per Form-1.**
- In case bidder is not covered under GST, then a declaration has to be submitted stating the same.**



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**2<sup>nd</sup> Envelope Contain:**

**Price Bid in SOR Format shall be submitted in a sealed envelope duly super scribed with 'DO NOT OPEN'."**

**All the above are to be enclosed in a Sealed Envelope super scripted as – “QUOTATION – NOT TO BE OPENED”–**

**To,**

Contracts and Procurement Department  
Avantika Gas Limited  
202 – B, 2nd Floor, NRK Business Park,  
Vijay Nagar Square, A.B. Road,  
Indore (M.P), Pin – 452010, Contact No. 0731-4222520

**NOTE:**

- a. Bidders should fill their rates in the prescribed Schedule of Rates (SOR) format as per defined Schedule of Rates (SOR), no other format is acceptable and liable for rejection.**
- b. Bid shall be accepted only after complying the Technical BQC as per Serial No. 2 & 3 above.**

**10. APPLICABILITY OF LAW & JURISDICTION:**

The TENDER shall be governed and interpreted in accordance with the applicable laws of India and Courts at Indore (Madhya Pradesh) shall be exclusive Jurisdiction.

**11. OTHER TERMS & CONDITIONS:**

- a) The offer should remain valid for 2 months from the bid due date / extended due date of tender.
- b) 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.
- c) Bidder is advised to quote strictly as per scope & terms and conditions of bid document and not to stipulate any deviation / exceptions.
- d) Purchaser reserves the right to accept or reject any or all bids received at its absolute discretion without assigning any reason, whatsoever.
- e) Bids complete in all respects should reach on or before the BID DUE DATE AND TIME. Fax / Telegraphic/ E-Mail bids shall be rejected.
- f) The bid shall be liable for rejection in case of change of the proposed manufacturer after submission of bid.
- g) In absence of requisite documents requested by AGL in this Tender, AGL reserves the right to reject the bid without making any reference, what so ever, to the bidder.
- h) 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.
- i) 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.
- j) Any corrigendum thus issued shall be part of the Bid documents and shall be notified in writing by email to all prospective bidders, who have received the Bid documents.

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- k) Prospective bidders shall promptly acknowledge receipt of each corrigendum by email to the Purchaser.
- l) 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.
- m) The bid shall remain valid for 2 months from the bid due date. Purchaser may reject a bid which is valid for a shorter period being non-responsive.
- n) Any bid received by the Purchaser after the deadline for submission of bid will be declared "Late" and rejected and may be returned unopened to the bidder at the sole discretion of the Purchaser.
- o) 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.
- p) 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.
- q) 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.
- r) **ARITHMETIC CORRECTIONS**
  - I. The bids will be checked for any arithmetical errors as follows if any, will be rectified on the following basis:
  - II. 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;
  - III. If there is a discrepancy between words and figures, the amount in words will prevail;
  - IV. If the bidder does not accept the correction of errors, its bid will be rejected and the bid security will be forfeited.
- s) Quotation received after the due date and time, are liable to be rejected. Quotations through Email / Telex / Fax / Photocopied are not acceptable.
- t) Bidders must abide to follow all statutory norms and regulations & labor laws and comply with all as applicable.
- u) Guaranty / Warranty certificate for all supplied items to be provided by the bidder.
- v) After verification of the received final product, if any item found faulty or defective than the same will have to be replaced by the bidder without any additional cost implications.
- w) **Please send your queries regarding TENDER on [cp@aglonline.net](mailto:cp@aglonline.net).**

**Please submit your most competitive Quotation in Sealed Envelope complete with above details in Schedule of Rates (SOR) latest by **22.06.2026 upto 16:00 Hrs.****

**12. SCHEDULE OF RATES (SOR):**

Sl.	Scope of Work	Unit	Quantity of Servers	Unit Rates for 2 Year AMC Excluding GST in Rs.	Total Amount Excluding GST in Rs.
1	<p>2 year AMC on NBD (Next Business Day) basis of two HP Server DL380 Gen 10.</p> <p>Server Detail: HPE PROLIANT DL380 G10 SERVER (2 Nos.) 2U RACK MOUNT SERVER WITH 2 X INTEL XEON-GOLD 6144 3.5GHz 8C 150W PROCESSOR 4X HPE 32GB 2Rx4 PC4-2666V-R SMART MEMORY KIT 8x HPE 1.8TB SAS 10K SFF SC 512c DS HDD HOT PLUG 2 x HPE 480GB SATA MU SFF SC SSD HOT PLUG HPE DL380 GEN10 BOX 1/2 SAGE BKPLN KIT HPE ETHERNET 1GB 4PORT 366FLR FLEXIBLE LOM ADAPTOR HPE SMART ARRAY P8161-A SR GEN10 CTRLR WITH BATTERY 3-SLOT (X8, X16,X8 WITH DUAL M.2) AS STANDARD UPGR 2 XHPE 500W/800WFLEX SLOT PLATINUM HOT PLUG PS KIT HP ILO STANDARD WITH INTELLIGENT PROVISIONING SFF EASY INSTALL RAIL KIT WITH CABLE MANAGEMENT ARM , 24 X 7 X NBD Support</p> <p>Serial Number: SGH001SS7D &amp; SGH001SS7C</p>	Nos	2		
<b>Total Amount Excluding GST in Rs.</b>					
<b>Total Amount Including GST (In Figures)</b>					
<b>Total Amount Including GST (In words)</b>					

**SEAL AND SIGNATURE OF BIDDER**



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**FORM - 1**

**NO DEVIATION CONFIRMATION**  
**(ON BIDDER'S LETTERHEAD)**

To,  
Aavantika Gas Limited  
202 – B, 2ndFloor, 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**



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**FORM – 2**

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

No.

Date:

Aavantika Gas Limited,  
Indore (M.P.)

We hereby confirm that we have not been banned /Holiday listed by any CGD Company for the similar requisite works.

**SEAL AND SIGNATURE OF BIDDER**



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**FORM – 3**

**BIDDER GENERAL INFORMATION**

No.

Date:

Aavantika Gas Limited,  
Indore (M.P.)

1. **Bidder Name :**
2. **Name of Owner/ MD of Organization :**
3. **Address of Registered Office :**
4. **Mobile Number :**
5. **E-mail Address :**
6. **Website :**
7. **Banker's Name :**
8. **Branch :**
9. **Branch Code :**
10. **Bank Account Number :**
11. **GSTN No. :**
12. **PAN No. :**
13. **MSME No.**

**SEAL AND SIGNATURE OF BIDDER**