

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	31-03-2026 18:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	31-03-2026 18:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Commerce And Industry
विभाग का नाम/Department Name	Department Of Commerce
संगठन का नाम/Organisation Name	Spices Board
कार्यालय का नाम/Office Name	Head Office
वस्तु श्रेणी /Item Category	Custom Bid for Services - Renewal of subscription for firewall, switch and firewall log analyzer
समान श्रेणी/Similar Category	<ul style="list-style-type: none"> ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS
अनुबंध अवधि /Contract Period	3 Year(s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details

बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	2
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य / Estimated Bid Value	2500000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
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सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
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1. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
2. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1773135617.pdf](#)

GEM Availability Report (GAR):[1773135632.pdf](#)

Scope of Work:[1773135758.pdf](#)

Payment Terms:[1773135943.pdf](#)

Custom Bid For Services - Renewal Of Subscription For Firewall, Switch And Firewall Log Analyzer (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Renewal of subscription for firewall, switch and firewall log analyzer

विवरण/ Specification	मूल्य/ Values
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Anusyama. V. S	682025,Sugandha Bhavan N.H.By Pass, Palarivattom.P.O Cochin Kerala, India GSTIN - 32AAIAS3118C1Z0	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-

compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

1. Requirement Specification

SI No	Item	Description	Quantity
1	FortiGate 200F Firewall Subscription Renewal with 36 months Hardware Warranty and Enhanced Support (SINo: FG200FT922941217, FG200FT922950500)	3 Year License(from the expiry date) with below components <ol style="list-style-type: none"> 1. Hardware – Advanced HW 2. Firmware & General Updates - Web/Online 3. Enhanced Support – Premium 4. Telephone Support - Premium 5. Advanced Malware Protection - Web/Online 6. FortiGuard IPS Service - Web/Online 7. FortiGuard URL, DNS & Video Filtering Service - Web/Online 8. AntiSpam - Web/Online 	2
2	FortiAnalyzer VM S-Series Subscription Renewal with 36 months Enhanced Support (SINo: FAZVMSTM23003611)	3 Year License(from the expiry date) with below components <ol style="list-style-type: none"> 1. Firmware & General Updates - Web/Online 2. Enhanced Support – Premium 3. Telephone Support - Premium 4. FortiGuard IOC - Web/Online 5. VM license - Web/Online 6. FortiAnalyzer Security Automation - Web/Online 7. FAZ Outbreak Alert Service - Web/Online 	1
3	FortiSwitch 1048E Core Switch Subscription Renewal with 36 months Hardware Warranty and Enhanced Support (SINo: FS1E48T422003959, FS1E48T422003996)	3 Year License(from the expiry date) with below components <ol style="list-style-type: none"> 1. Hardware – Advanced HW 2. Firmware & General Updates - Web/Online 3. Enhanced Support – Premium 	2

		4. Telephone Support- Premium	
4	FortiSwitch 124F Subscription Renewal with 36 months Hardware Warranty and Enhanced Support (SINo: S124FNTF22014618, S124FNTF22015594, S124FNTF22015613, S124FNTF22015790, S124FNTF22015905, S124FNTF22015961, S124FNTF22016063, S124FNTF22016854, S124FNTF22016860, S124FNTF22016926, S124FNTF22016962, S124FNTF22016980, S124FNTF22016983, S124FNTF22017005, S124FNTF22017047, S124FNTF22017111, S124FNTF22017121, S124FNTF22017124, S124FNTF22017128, S124FNTF22017193, S124FNTF22017272, S124FNTF22017315, S124FNTF22017350)	3 Year License(from the expiry date) with below components 1. Hardware – Advanced HW 2. Firmware & General Updates - Web/Online 3. Enhanced Support – Premium 4. Telephone Support- Premium	23

2. Eligibility Criteria

1. The bidder shall be registered entity in India, with the necessary Income Tax & GST registrations.

[Proof to be uploaded by bidder – Copy of GST Certificate]

2. The bidder shall have executed at least one work order for supply/renewal of subscription of IT products during the last three financial years (2022–23, 2023–24, 2024–25), where each project should be of at least Rupees 3 Lakh.

[Proof to be uploaded by bidder - (i) Work Order and (ii) Project completion certificate / letter from the client as a proof of successful implementation]

3. Scope of Work

1. The vendor shall provide the renewal of licenses for the existing FortiGate 200F firewalls, FortiAnalyzer VM S-Series, FortiSwitch 1048E core switches, and FortiSwitch 124F switches, along with hardware warranty and enhanced support, for a period of 36 months. Hardware warranty is not applicable for FortiAnalyzer.
2. During the renewal process, if any changes or upgrades to the existing configuration, firmware, or hardware are required, the same shall be carried out by the vendor without any additional cost.
3. The entire system shall be covered under comprehensive OEM warranty for Three (3) years from the date of activation. The vendor has to provide OEM support during this subscription period.
4. During the Three (3) years warranty period, the vendor shall be responsible for carrying out diagnostics on-site. In case any of the equipment goes faulty, the vendor shall replace the faulty equipment at no extra cost and shall be responsible for installation and configuring the replaced spare on-site as per the configurations of the faulty equipment.
5. The successful vendor shall provide technical support throughout the 3-year service period and shall also perform any configuration changes requested by the Board. Any such service calls and requests shall be attended within 2 hours of reporting during business hours (09:00 AM to 06:00 PM on week days) and within 04 hours during non-business hours (06:00 PM to 09:00 AM on all working days) and within 24 hours on non-working days and holidays.

4. Additional Terms & Conditions

1. Technical bid shall contain the following and non-submission or mismatch of details may result in rejection of the bid.
2. Bidders shall submit all supporting documents strictly in the format prescribed at **Annexure II**. Failure to submit the required documents in the prescribed Annexure format, or failure to clearly indicate the corresponding page numbers for each clause, shall render the bid non-responsive and liable to be rejected without further evaluation.
3. Bid specific Manufacturer Authorization Form (MAF) should be submitted along with the technical bid. The OEM shall confirm the same during verification. The MAF shall include the contact details of the person issuing the authorization, including name, email, and/or phone number, to facilitate verification.
4. Details of OEM subscription and other details shall be submitted in the format prescribed in **Annexure III**.
5. The renewal/subscription services must be provided directly from the OEM or through OEM authorized partners, and the license/support entitlement must be valid and verifiable on the OEM's official support portal.
6. Online license/support registration shall be available on the OEM's official website using the device serial number or contract number.

7. The OEM shall provide online technical support, firmware updates, and security updates during the subscription period through the OEM support portal.
8. Dedicated working contact numbers/ toll free number of Bidder & OEM shall be submitted along with the technical bid. Escalation matrix of OEM/Bidder with contact numbers also have to be submitted. Calls may be made to these numbers to check their genuineness during technical evaluation. If the numbers are found to be dummy/bogus/invalid/fake the bid is liable for rejection.
9. The Bidders should submit a document (on their letter head) stating that they are willing to abide by all the conditions in the Bid, ATC and corrigendum.
10. The gazette notifications, orders and guidelines issued by Government shall be applicable in this procurement.
11. The bidder, if applicable, may submit a valid Udyam Registration Certificate issued by the Ministry of Micro, Small and Medium Enterprises (MSME).
12. The bidder, if applicable, may submit a valid Startup Recognition Certificate issued by the Department for Promotion of Industry and Internal Trade (DPIIT).
13. If there is any contradiction in the eligibility criteria or terms and conditions compared to GeM, the criteria specified in the Annexure I document will supersede the GeM criteria.
14. Any clarification regarding this tender can also be sought through email at project.edp-sb@spicesboard.gov.in.

5. Payment Terms

Payment shall be arranged after the subscription renewal is completed and the same is reflected on the OEM's official support portal.

Deputy Director (EDP)

(Hindi version follows)

Annexure II

Checklist and Format for Submission of Supporting Documents

Bidders shall upload duly filled Annexure II, followed by supporting documents, as a single consolidated document on GeM under “Certificate (Requested in ATC)”, and mention the corresponding page number(s) of the uploaded document in Annexure II against each Tender Clause.

#	Tender Clause	Description	Page Number
1	2.1	GST Certificate	
2	4.3	Bid-specific Manufacturer Authorization Form (MAF) by OEM	
3	4.4	Annexure III – Technical Compliance sheet	
4	4.8	Contact details of Bidder & OEM and Escalation matrix	
5	4.9	Bid conditions acceptance letter on letterhead, confirming compliance with the bid document, ATC, and all corrigenda issued.	
6	4.11	Udyam Registration Certificate issued by MSME (Optional)	
7	4.12	Startup Recognition Certificate DPIIT (Optional)	

#	Tender Clause	Description
10	2.2	Documents to prove experience in supply/renewal of subscription of IT products during the last 3 financial years.

#	Work order details (Issued by, Order No, date)	Contract Value	Work Order (Page No)	* Project Completion (Page No)
10.1				
10.2				

* Project completion certificate / letter from the client as a proof of successful implementation.

Technical Compliance sheet

Sl No	Item	Description	Compliance (Yes/No)
1	FortiGate 200F Firewall Subscription Renewal with 36 months Hardware Warranty and Enhanced Support Quantity 2	3 Year License(from the expiry date) with below components <ol style="list-style-type: none"> 1. Hardware – Advanced HW 2. Firmware & General Updates - Web/Online 3. Enhanced Support – Premium 4. Telephone Support - Premium 5. Advanced Malware Protection - Web/Online 6. FortiGuard IPS Service - Web/Online 7. FortiGuard URL, DNS & Video Filtering Service - Web/Online 8. AntiSpam - Web/Online 	
2	FortiAnalyzer VM S-Series Subscription Renewal with 36 months Enhanced Support Quantity 1	3 Year License(from the expiry date) with below components <ol style="list-style-type: none"> 1. Firmware & General Updates - Web/Online 2. Enhanced Support – Premium 3. Telephone Support - Premium 4. FortiGuard IOC - Web/Online 5. VM license - Web/Online 6. FortiAnalyzer Security Automation - Web/Online 7. FAZ Outbreak Alert Service - Web/Online 	
3	FortiSwitch 1048E Core Switch Subscription Renewal with 36 months Hardware Warranty and	3 Year License(from the expiry date) with below components <ol style="list-style-type: none"> 1. Hardware – Advanced HW 	

	Enhanced Support Quantity 2	<ol style="list-style-type: none"> 2. Firmware & General Updates - Web/Online 3. Enhanced Support – Premium 4. Telephone Support- Premium 	
4	FortiSwitch 124F Subscription Renewal with 36 months Hardware Warranty and Enhanced Support Quantity 23	<p>3 Year License(from the expiry date) with below components</p> <ol style="list-style-type: none"> 1. Hardware – Advanced HW 2. Firmware & General Updates - Web/Online 3. Enhanced Support – Premium 4. Telephone Support- Premium 	