

HIGH COURT OF MADHYA PRADESH: JABALPUR

// SHORT NOTICE INVITING TENDER //

e-Tenders are invited by the High Court of Madhya Pradesh for the “Purchase of SAN Storage at High Court of Madhya Pradesh, Jabalpur”. The last date of online tender submission is **20th March, 2025 before 06:00 P.M. (mandatory)**. The sealed tender complete in all respect addressed to “**Registrar General, High Court of Madhya Pradesh, Jabalpur**” must be submitted before **05:00 P.M. on 21st March, 2025 (mandatory)**. The technical bids of the tender shall be opened online on **22nd March, 2025 at 11:00 A.M.** The detailed tender document is available in the official website of the High Court of Madhya Pradesh **www.mphc.gov.in** and Government e-procurement portal **www.mptenders.gov.in**.

Sd/

REGISTRAR GENERAL

HIGH COURT OF MADHYA PRADESH: JABALPUR

// SHORT NOTICE INVITING TENDER //

Ref.No.Reg(IT)(SA)/2025/354

Dated:04/03/2025



Bid Document for

PURCHASE OF SAN STORAGE AT HIGH COURT OF MADHYA PRADESH, JABALPUR

Note:-This document contains total **48 pages** including cover. No change and modification in the document by the bidder is permissible.

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Section – I

// SHORT NOTICE INVITING TENDER //

Ref.No.Reg(IT)(SA)/2025/354

Dated:04/03/2025

The Registrar General, on behalf of High Court of Madhya Pradesh invites tenders from experienced and reputed firms/organizations/ Original SAN Storage manufacturer(OEM) for the **“Purchase of SAN Storage at High Court of Madhya Pradesh, Jabalpur”**.

S. N.	Estimated project cost	Online EMD (In Rs.)	Cost of online Tender Document (In Rs.)	Last Date / Time of online tender Submission (mandatory)	Last Date/ Time of tender submission in hardcopy (mandatory)	Date and Time of Opening of Technical Bid (online/ hardcopy)	Time for Completion of the work / project
1.	4.25 Crore	13 Lakh	10,000/-	20 th March, 2025 before 06:00 P.M.	21 st March, 2025 before 05:00 P.M.	22 nd March, 2025 at 11:00 A.M.	30 days

1. Tender documents may be viewed or purchased online by interested and eligible bidders from the website <https://mptenders.gov.in> after paying Tender fee of Rs.10,000/- and Processing Fee, as applicable. The tender document is also available in website <http://www.mphc.gov.in>.
2. Bidders can submit its tender online at <https://mptenders.gov.in/> on or before the key dates given above. The Physical copy of the Technical Bid along with online EMD should also be submitted at the address below latest by **21st March, 2025 at 05:00 P.M.**
3. All further notifications/amendments, if any shall be posted on <https://mptenders.gov.in/> and www.mphc.gov.in only. No separate communication shall be made with individual Bidders.
4. **The financial bids are to be submitted only in online mode and no hard sheet/ copy is to be submitted along with the bid**

All other terms and conditions for submission of tender are contained in this document. If the date of submission/opening of the Bid is declared as holiday then the bids shall be submitted / opened on next working day.

The Registrar General, High Court of Madhya Pradesh, Jabalpur (M.P.) reserves the right to accept or reject any or all bids without assigning any reason thereof.

Address for communication:-

**Registrar General,
High Court of Madhya Pradesh
Jabalpur (M.P.)**

Email:- **regithcjbptd@mp.gov.in**

Landline:- **0761-2623358**

Section – II

2. INSTRUCTIONS TO BIDDERS:-

2.1 DEFINITIONS:-

- a) **“The Employer”** or **“The Purchaser”** means the "Registrar General, High Court of Madhya Pradesh, Jabalpur" and the "District Judge" of the District Courts.
- b) **“The Bidder”** means a firm which participates in the tender and submits its proposal.
- c) **“Successful Bidder”** means the Bidder, who, after the complete evaluation process, gets the Letter of Award. The Successful Bidder shall be deemed as **“Contractor”** appearing anywhere in the document.
- d) **“The Letter of Award”** means the issue of a signed letter by the Purchaser of its intention to award the work mentioning the total Contract Value. The timeline for delivery of products and services will start from the date of issue of Letter of Award.
- e) **“The Contract”** means the agreement entered into between the Employer and the Contractor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- f) **“The Contractor”** means the individual or firm or OEM supplying the Goods / items and Services under this Contract.
- g) **“The Contract Price”** means the price payable to the Successful Bidder under the Letter of Award for the full and proper performance of its contractual obligations. The Contract Price shall be deemed as **“Contract Value”** appearing anywhere in the document.
- h) **“Site Acceptance Test (SAT)”** is a process of testing the contracted services provided by the Bidder at the locations specified by the Registrar General, High Court of Madhya Pradesh. SAT comprises of

Product Acceptance Tests with respect to Technical Specifications and Bill of Materials as specified in this tender, checking the installation, commissioning and integration of sub-components and integration with High Court software and acceptance of the Training at the site.

- i) **“Services”** means System Integration, Training and coordinating with the original SAN Storage manufacturer (OEM) for installation, commissioning, system integration and maintenance for proper working of supplied SAN Storage etc.
- j) **“NIT”** is the Notice Inviting Tender. It is essentially the Press Notification of the Tender.
- k) **“OEM”** - means Original SAN Storage Manufacturer and/or Original Software Developer.
- l) This tender is subject to availability of funds / Budget from the State Government.

2.2 BID DOCUMENT:-

2.2.1 The process and procedures of bidding, the materials to be supplied and the various terms and conditions of this tender are provided in the Bid Document. The Bid Documents include:-

- i. Section I Short Notice Inviting Tender
- ii. Section II Instructions to Bidders
- iii. Section III *Terms and Conditions for E-Tendering.*
- iv. Section IV General Conditions of Contract
- v. Section V Special Conditions of Contract
- vi. Section VI Scope of work
- vii. Section VII Technical Specifications
- viii. Section VIII Format to be used for submission of proposal
- ix. Section IX Certificates

2.2.2 The Bidder should carefully read all the instructions, terms and conditions, specifications and various forms that are provided in the Bid

Document. The tender may be rejected if any or all of the information asked for in this document are not furnished along with the tender or if the tender is not responsive with the Bid Document.

2.3 AMENDMENT OF BID DOCUMENTS:-

At any time, prior to the date of submission of Bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify bid documents by amendments by issuing corrigendum / addendum in the website of the High Court.

2.4 COST OF BIDDING:-

The Bidder has to bear all the costs associated with the preparation and submission of the bid. Purchaser will, in no case, be responsible or liable for any of the costs, regardless of the conduct or outcome of the bidding process.

2.5 EARNEST MONEY DEPOSIT (EMD):-

2.5.1 The proposal should be submitted along with **online** application fee of Rs.10,000/- (Rs. Ten Thousand only) and **online** Earnest Money Deposit (EMD) of Rs.13 Lakh/- (RupeesThirteen Lakh Only) in the form of online mode through e-procurement tender portal www.mptenders.gov.in in favour of “**Registrar General, High Court of Madhya Pradesh, Jabalpur**” valid for the period of 06 months. The Bid submitted without EMD and/or the application fee/tender fees shall be summarily rejected.

2.5.2 The EMD of the successful Bidder will be returned when the Bidder has signed the Contract Agreement with the purchaser and has furnished the required Performance Guarantee.

2.5.3 The EMD will be forfeited:-

(i) If a Bidder withdraws its bid during the period of bid validity.

or

(ii) *If the Bidder fails to accept the Purchaser's corrections of arithmetic errors in the Bidder's bid (if any),*

or

(iii) *If the Successful Bidder fails to sign the contract agreement with the purchaser,*

or

(iv) *If the Successful Bidder fails to furnish the Performance Guarantee within the stipulated time.*

2.6 BID PRICES:-

2.6.1 The Bidder shall give the pricing as individual and as a total composite price inclusive of all levies & taxes, packing, forwarding, freight and insurance etc.

2.7 DISCOUNTS:-

The Bidders are informed that discount, if any, should be included in the total price.

2.8 BID VALIDITY:-

The bids shall remain valid for the period of **180 days from the date of last submission.**

2.9 ONLY ONE BID PER PARTY:-

Each bidder is permitted to submit ONLY ONE BID. In case it is found that any party has submitted more than one bid for the subject work(s) in any of the above capacities, all bids so submitted shall be summarily rejected and the EMPLOYER shall not entertain any further request/ correspondence in this matter.

2.10 SUBMISSION OF PROPOSALS:-

2.10.1 All physical proposals have to be submitted ONLY in **HARD BOUND (Hard bound implies such binding between two covers through stitching or otherwise where by it may not be possible to replace any paper without disturbing the document)** form with all pages sequentially numbered either at the top or at the bottom right corner of

each page. It should also have an index giving page wise information of above documents. Incomplete proposal or those received without hard bound will summarily be rejected. **All the Pages and Papers to be signed and sealed by the authorized signatory of the bidder.**

2.10.2 The Bidders are required to fill up and submit the **Section VIII** documents with their proposals.

2.10.3 The proposals shall be submitted in three parts, viz.:-

- (a) **Envelope-1:** Online Tender Fees details & Online Earnest Money Deposit (EMD) of Rs.13 Lakh/- (Rupees Thirteen Lakh Only) valid for the period of six months. The envelope should be superscribed as **“Envelope-1: EMD”** at the top left corner of the envelope.
- (b) **Envelope-2:** Pre-qualification Proposal and Technical Proposal super scribed as **“Envelope 2 – Pre-qualification and Technical Proposal”** (Containing duly signed PRE-QUALIFICATION PROPOSAL SUBMISSION FORM as prescribed in Section-VIII, Other required Pre-qualification documents, clause-by-clause compliance to the technical specifications of SAN System as prescribed in Section-VII, all technical literature, brochures etc.). In the technical proposal, there should not be any indication about the prices (printed or otherwise) of any of the products offered.

2.10.4 All the sealed envelopes should again be placed in a **single sealed cover** superscribed as **“Purchase of SAN Storage at High Court of Madhya Pradesh, Jabalpur”** bid from: M/s _____ **“NOT TO BE OPENED BEFORE 11:00 A.M. on 22nd March, 2025”**, which will be received as time mentioned in the Schedule of Events. The Bid is to be submitted to the **“Inward / Receipt Section of the High Court of M.P., Jabalpur”**.

2.10.5 The Bids and all correspondence and documents relating to the bids, shall be written in English language.

2.10.6 The financial bids are to be submitted in only online mode and no hard copy to be submitted along with the bid document.

2.11 LATE BIDS:-

Any bid received by the Purchaser after the time and date for receipt of bids prescribed by the Purchaser in the tender may be rejected and returned unopened to the Bidder.

2.12 MODIFICATION AND WITHDRAWAL OF BIDS:-

2.12.1 The Bidder is allowed to withdraw its submitted bid any time prior to the last date prescribed for receipt of bids, by giving a written notice to the Purchaser.

2.12.2 Subsequent to the last date for receipt of bids, no modification/ withdrawal of bids shall be allowed.

2.12.3 The Bidders cannot withdraw the bid in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the Bid. Such withdrawal may result in the forfeiture of its EMD from the Bidder.

2.13 LOCAL CONDITIONS:-

2.13.1 Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.

2.13.2 The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Award as described in the bidding documents. The Purchaser shall not entertain any request for clarification from the Bidder regarding such local conditions.

2.14 CONTACTING THE PURCHASER:-

Any effort by a Bidder influencing the Purchaser's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.

2.15 ELIGIBILITY/ PRE-QUALIFICATION CRITERIA:-

Bidders that meet **ALL** of the following pre-qualification criteria need only apply.

2.15.1 (i) Average Annual Financial turnover of the bidder during last 03 financial years, ending **31st March of financial year i.e. 2023-2024 should be at least Rs. 05 Crore.**

2.15.2 (ii) Experience in Supply, Installation, commissioning, Maintenance of Servers, SAN Storage/ NAS Storage during last 05 years ending last day of month previous to the month of publication of this tender, should be either of the following:-

- (a) Three similar completed work costing not less than the amount equal to **40% of the estimated cost.** **OR**
- (b) Two similar completed work costing not less than the amount equal to **50% of the estimated cost.** **OR**
- (c) One similar completed work costing not less than the amount equal to **80% of the estimated cost.**

Similar works means: Supply, installation and System Integration of Servers, SAN Storage / NAS Storage only.

2.16 SCHEDULE OF EVENTS:-

The tentative dates for the schedule of key events of this tender are given as under:-

S. No.	Events	Date
01	Last date and time of online submission of proposal (mandatory).	20 th March, 2025 before 06:00 P.M.
02	Last date and time of submission of hardcopy of proposal (mandatory).	21 st March, 2025 before 05:00 P.M.
03	Date and time of opening of the technical Bids	22 nd March, 2025 at 11:00 A.M.
04	Date and time of opening of the financial Bid at High Court of Madhya Pradesh, Jabalpur	Date and time of opening of financial bids will be intimated to qualified bidders via e-mail / letter / telephone.

2.17 OPENING OF PROPOSAL:-

The Evaluation Committee or its authorized representative will open the tenders.

2.18 EVALUATION:-

2.18.1 The Purchaser reserves the right to modify the Evaluation Process at any time during the Tender Process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change.

2.18.2 Any time during the process of evaluation, the Purchaser may seek for clarifications from any or all Bidders.

2.18.3 The tender has been invited under two bid system i.e. Technical Bid and Online Financial Bid. The interested agencies are advised to submit separate sealed envelopes super as mentioned above under clause **2.10.3**

Phase-1: Online Application Fee & EMD: First, the envelope containing Online Application fee and Earnest Money Deposit will be opened and if both are found furnished by the Bidders in the prescribed manner, then the second envelope containing Pre-Qualification & Technical Proposal documents shall be opened. At any stage during the evaluation, if the EMD is found invalid, the respective Bidder's bid will be summarily rejected.

Phase-2: Pre-Qualification and Technical Proposal Evaluation: The Bidder shall have to fulfill all the Pre-qualification Criteria. These documents will be scrutinized along with the Technical Proposal in this phase of evaluation. Those bidders who do not fulfill the terms and conditions of Pre-qualification Criteria as specified in this tender or whose Technical Proposal is non-responsive will not be eligible for further communication. Technical Proposals of the Bidders would be evaluated for the clause-by-clause compliance of the technical specifications as mentioned in the Bid document. Evaluation of Pre-qualification and Technical Proposal by Registrar General, High Court of Madhya Pradesh shall not be questioned by any of the Bidders. The Purchaser reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time during evaluation

process. The proposals shall be opened in presence of their representatives who wish to attend.

Phase-3: Online Financial proposal of only qualified bidders will be opened for further evaluation.

The Commercial Proposal Evaluation will be based on the “individual cost”, which would be the total payouts including all taxes, duties and levies for the supply, installation, commissioning of SAN System and Maintenance cost.

2.19 DECIDING AWARD OF CONTRACT:-

2.19.1 The Purchaser reserves the right to ask for a **technical elaboration/clarification** in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time before opening after opening of the proposals. The Bidder has to present the required information to the Registrar General, High Court of Madhya Pradesh and its appointed representative on the date asked for, at no cost to the Purchaser.

2.19.2 Arithmetical errors will be rectified on the following basis: 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. If the Bidder does not accept the correction of the errors, his bid will be rejected. If there is a discrepancy between words and figures, the amount mentioned in words will prevail.

2.19.3 The Purchaser will notify the Successful Bidder on its intention to award the work through **“Letter of Award/acceptance”** mentioning the total Contract Value. The timeline for delivery of products and services will start from the date of issue of Letter of Award.

2.19.4 The Purchaser will subsequently send the Successful Bidder the Form of Contract Agreement provided in the Bidding Documents, incorporating all agreements between the parties.

2.19.5 As soon as practically possible, following receipt of the Form of Contract Agreement, the successful Bidder shall sign and date the

Form of Contract Agreement and return it to the Purchaser. This is deemed as the "Contract" or Contract Agreement" defined elsewhere in this tender document.

2.19.6 The Registrar General, High Court of Madhya Pradesh, Jabalpur may award the entire contract to a single firm or to multiple firms depending upon rates available with the bid.

2.20 GENERAL INSTRUCTIONS TO THE BIDDERS:-

2.20.1 The cost of preparing the proposal, cost involved for the technical presentation and of visit to the High Court of Madhya Pradesh is not reimbursable.

2.20.2 All cutting, overwriting in the proposal should be authenticated by the initials of the authorized signatory. In case of any calculation error the unit rates would prevail. The amount will also have to be written in words.

2.20.3 **Successful bidder must ensure his establishment in India and in the State of Madhya Pradesh for post-installation services and support of the SAN Storage system.**

2.20.4 Canvassing in any form will lead to disqualification of the bid.

2.21 CONFIDENTIALITY:-

2.21.1 The Bidder shall keep confidential any information related to this tender with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason whatsoever.

2.21.2 As used herein, the term "Confidential Information" means any written information, including without intimation, information created by or for the other party, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such

information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.

2.21.3 At all times during the performance of the Services, the Bidder shall abide by all applicable High Court of Madhya Pradesh security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the term of this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.

2.21.4 The Bidder should not disclose to any other party and keep confidential the terms and conditions of this tender, any amendment hereof, and any Attachment or Annexure hereof.

2.21.5 The obligations of confidentiality under this section shall survive rejection/termination/expiry of the contract for a **period of five years**.

Section – III

3. Terms and Conditions for e-Tendering:-

- 3.1** For participation in e-tendering module, it is mandatory for prospective bidders to get registration on website **<https://mptenders.gov.in/>**. Therefore, it is advised to all prospective bidders to get registration by making on line registration fees payment at the earliest.
- 3.2** Tender documents can be purchased *only online* on payment of tender fees and downloaded from website **<https://mptenders.gov.in/>** by making online payment for the tender document fee.
- 3.3** Service and gateway charges shall be borne by the bidders.
- 3.4** Since the bidders are required to sign their bids online using class – III Digital Signature Certificate, they are advised to obtain the same at the earliest.
- 3.5** For further information regarding issue of Digital Signature Certificate, the bidders are requested to visit website <https://mptenders.gov.in/>. Please note that it may take up to 07 to 10 working days for issue of Digital Signature Certificate. Department will not be responsible for delay in issue of Digital Signature Certificate.
- 3.6** If bidder is going first time for e-tendering, then it is obligatory on the part of bidder to fulfill all formalities such as registration, obtaining Digital Signature Certificate etc. well in advance.
- 3.7** Bidders are requested to visit our e-tendering website regularly for any clarification and / or due date extension.
- 3.8** Bidder must positively complete online e-tendering procedure at **<https://mptenders.gov.in/>**
- 3.9** Department shall not be responsible in any way for delay /difficulties /inaccessibility of the downloading facility from the website for any reason whatever.

- 3.10** For any type of clarification bidders can / visit <https://mptenders.gov.in/>. In case of any assistance please call Help desk numbers 0120-4200462, 0120-4001002. Support timings: Monday to Saturday from 10:00 AM to 7:00 PM.
- 3.11** Interested bidders may attend the free training programme in Bhopal at their own cost. For further query please contact help desk.
- 3.12** The bidder who so ever is submitting the tender by his Digital Signature Certificate shall invariably upload the scanned copy of the authority letter as well as submit the copy of same in physical form with the offer of particular tender.
- 3.13** **The firms registered under NSIC and MSME (The bidder to be registered with both NSIC and MSME for claiming exemption of tender fees) are exempted for submission of tender fees only. But they have to submit valid EMD as per the tender requirement.**

Section – IV

4 GENERAL CONDITIONS OF THE CONTRACT (GCC):-

4.1 GENERAL:-

The SAN System supplied under this contract shall conform to the Technical Specifications given in this tender under **Section VII**.

4.2 PERFORMANCE GUARANTEE:-

4.2.1 The Successful Bidder will be required to furnish performance guarantee in the form of unconditional Bank Guarantee issued by a Nationalized / Scheduled Bank in India equivalent to **03%** of the Contract Value valid for a period of **60 months** within **30 days from the date of issue of Letter of Award / acceptance/ Purchase Order**.

4.2.2 BANK GUARANTEE:-

The Bank Guarantee issued by following banks would be accepted. SBI or its subsidiaries, any Indian Nationalized Bank/Scheduled Bank, Export Import Bank of India, a foreign bank (issued by a branch outside India) with counter guarantee from SBI or its subsidiaries or any Indian Nationalized Bank, and any scheduled commercial bank approved by RBI having a net worth of not less than Rs.500 Crores as per the latest annual report of the bank.

4.2.3 The Performance Guarantee shall be as per the format approved by the Registrar General, High Court of M.P., Jabalpur.

4.2.4 The Performance Guarantee shall be payable to the Purchaser as a compensation for any loss resulting from the Bidder's failure to complete its obligations under the contract. The Purchaser will discharge the Performance Guarantee after completion of the Bidder's performance obligations, including any warranty obligations, under the contract.

4.3 DELIVERY OF MATERIALS AND RELATED DOCUMENTATION:-

- 4.3.1 Delivery, Installation and Commissioning of the materials along with the related documents as per the tender document and technical specification section (**Section VII**) are the responsibility of the Bidder.
- 4.3.2 The Successful Bidder shall ensure that all Products/SAN Storage is supplied within the Implementation schedule mentioned in the tender document under Section V.
- 4.3.3 The Successful Bidder shall submit all the Software Kits (CDs), License Papers, Warranty Papers and any other relevant documentation related to the supplied products to the Purchaser along with the supplied products/SAN Storage's.

4.4 WARRANTY:-

- 4.4.1 The Bidder is required to provide onsite comprehensive warranty **valid for 60 months for all supplied SAN Storage from the date of installation.**
- 4.4.2 The Bidder shall warrant that all the SAN Storage supplied under the contract is newly manufactured and shall have no defect arising out of design, materials or workmanship or from any act or omission of the Bidder that may develop under normal use of the supplied SAN Storage's in the conditions prevailing across the country.
- 4.4.3 The Bidder shall warrant that the services provided under the contract shall be as per the Warranty Service Level Requirements given under **Section-VI**. During the warranty, the Bidder shall perform all the functions as enunciated in Section-VI at no extra cost to the Purchaser. All the penalty clauses shall be applicable during the period of warranty in case of failure on part of Bidder. The terms and conditions for Warranty are given in **Section-VI**.
- 4.4.4 The bidder shall quote for **comprehensive On-Site warranty and support for FIVE years**, which shall become effective after the Final

Acceptance Sign-off. The cost, including visits of the engineers etc. shall be quoted as part of the individual SAN Storage prices. No separate charges shall be paid for visit of engineers or attending to faults and repairs or supply of spare parts.

4.4.5 The Registrar General, High Court of Madhya Pradesh shall promptly notify the Bidder about any claims arising under this warranty. Upon receipt of such notice, the Bidder shall repair/replace/reconfigure/ re-provisions the defective SAN Storage or service. Replacement under warranty clause shall be made by the Successful Bidder free of all charges at site including freight, insurance and other incidental charges.

4.4.6 If the Bidder, having been notified, fails to remedy the defect(s) within the period specified in the Service Level Agreement, the Registrar General, High Court of Madhya Pradesh may proceed to take such remedial action as may be necessary at the Bidder's risk and expense and without prejudice to any other rights, which Registrar General, High Court of Madhya Pradesh may have against the Bidder under the contract.

4.5 PAYMENT TERMS:-

4.5.1 For the supply, installation, commissioning, testing and warranty maintenance of all SAN Storage along with all accessories for the period of 60 months:-

Payments will be made in **Indian Rupees only**

4.5.1.1 **80%** of total price against delivery of the SAN Storage at the site after submitting the duly verified delivery challan of the site / locations certified by the concerning Officer of High Court.

4.5.1.2 **20%** of total price against successful installation and getting Sign-off from concerning Officer of the High Court.

4.6 PRICES:-

4.6.1 The contract of SAN Storage system shall be valid for the period of 01 (one) year from the date of agreement/contract.

4.6.2 The rates and prices quoted by the bidder shall be fixed for the duration of the contract and shall not be subjected to adjustment. The rates shall be valid for the period of one year from the date of agreement. However on introduction of new taxes / duties, the rates of the quoted SAN Storage shall be change in same proportionate.

4.7 PURCHASER'S RIGHTS:-

4.7.1 *The Purchaser reserves the right to make changes within the scope of the work and Contract and configuration of SAN Storage at any point of time.*

4.7.2 The 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 assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.

4.8 TIME SCHEDULE TO COMPLETE THE CONTRACT:-

4.8.1 The successful bidder shall complete the assignment within **30 days from the date of issue of Letter of Acceptance/ Letter of Intent.**

4.8.2 The Successful Bidder shall ensure that the delivery of Products/SAN Storage and/or the delivery of the services are in accordance with the time schedules specified in tender documents. In case of any deviation from the schedule, the Purchaser reserves the right to either cancel the Contract and/or recover Liquidated Damage charges.

4.8.3 The Successful Bidder, if faced with problems in timely delivery of services, which have dependencies on the Service Provider and/or the Purchaser, which are beyond their control at any time before the

Final Acceptance Signoff, shall immediately inform the Purchaser in writing, about the causes of the delay and tentative duration of such delay etc. The Purchaser, on receipt of such notice, shall analyze the facts at the earliest and may at its sole discretion, extend the contract period as deemed reasonable.

4.8.4 Any delay by the Successful Bidder in the delivery of Products/SAN Storage and/or the services will make the Successful Bidder liable to any or all of the following:

- i. Forfeiture of Performance Bank Guarantee
- ii. Imposition of Liquidated Damage charges
- iii. Termination of the contract for default.
- iv. Blacklisting of the vendor.

4.9 LIQUIDATED DAMAGES (LD):-

If the Bidder fails to deliver any or all of the SAN Storage or to perform the services within the time period(s) as mentioned in tender document. Registrar General, High Court of Madhya Pradesh shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the **0.5%** of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of **05%** of the contract price. Once the maximum is reached, Registrar General, High Court of Madhya Pradesh may consider termination of the contract.

4.10 FORCE MAJEURE:-

4.10.1 Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, Acts of God or any governmental body, public disorder, riots, embargoes, or

strikes, acts of military authority, epidemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.

4.10.2 If a Force Majeure arises, the Bidder shall promptly notify the Registrar General, High Court of Madhya Pradesh in writing of such condition and the cause thereof. Unless otherwise directed by the Registrar General, High Court of Madhya Pradesh the Bidder shall continue to perform his obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

4.11 TERMINATION:-

4.11.1 Termination on expiry of the CONTRACT: The Agreement shall be deemed to have been automatically terminated on the expiry of the Contract period unless the Registrar General, High Court of Madhya Pradesh has exercised its option to extend the Contract in accordance with the provisions, if any, of the Contract.

4.11.2 Termination on account of Force Majeure: Either party shall have the right to terminate the Contract on account of Force Majeure.

4.11.3 Termination on account of insolvency: In the event the Successful Bidder at any time during the term of the Contract becomes insolvent or makes voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the Registrar General, High Court of Madhya Pradesh shall, by a notice in writing have the right to terminate the Contract and all the Successful Bidder's rights and privileges hereunder, shall stand terminated forthwith.

4.11.4 Termination for breach of contract: A breach by the Successful Bidder of its obligations hereunder and such breach not being rectified by the Successful Bidder within 30 days of receipt of the Purchaser's notice intimating such breach. Upon termination, the Successful Bidder shall surrender all the data and materials belonging to the Purchaser.

- 4.11.5 Termination for delay: Successful Bidder shall be required to perform all activities/services as per tender document. If the Successful Bidder fails to do so, the Contract may be terminated by the Registrar General, High Court of Madhya Pradesh by giving 30 days written notice unless the Registrar General, High Court of Madhya Pradesh has extended the period with levy of Liquidated Damages, as preconditions of the tender.
- 4.11.6 The Registrar General, High Court of Madhya Pradesh may at any time terminate the Contract by giving 30 days' notice without assigning any reason.
- 4.11.7 Consequences of termination: In all cases of termination herein set forth, the obligation of the Registrar General, High Court of Madhya Pradesh to pay shall be limited to the period up to the date of effective termination. Notwithstanding the termination of the Agreement, the parties shall continue to be bound by the provisions of the Agreement that reasonably require some action or forbearance after such termination.
- 4.11.8 In case of termination of Contract herein conditions of the tender document the Contractor shall be put on holiday *[i.e. neither any enquiry will be issued to the party by the Registrar General, High Court of Madhya Pradesh against any type of tender nor their offer will be considered by the Registrar General, High Court of Madhya Pradesh against any ongoing tender(s) where contract between the Registrar General, High Court of Madhya Pradesh and that particular Contractor (as a bidder) has not been finalized]* for two years from the date of termination by the Registrar General, High Court of Madhya Pradesh to such Contractor.

4.12 ARBITRATION:-

In the event of any dispute or difference arising out or touching upon any of the terms and conditions of this contract and / or in relation to the implementation or interpretation hereof, the same shall be

resolved initially by mutual discussion and conciliation but in the event of failure thereof, the same shall be referred to the Registrar General, High Court of Madhya Pradesh or his nominee. The sole arbitrator will be appointed by Hon'ble the Chief Justice, High Court of M.P. and the decision of the Arbitrator shall be final and binding on the parties. The arbitration shall be in Jabalpur and the Arbitrator shall give his award in accordance with "***The Arbitration and Conciliation Act, 1996***".

4.13 GOVERNING LAWS AND JURISDICTION:-

The Agreement shall be governed by the laws in force in India. Any dispute arising in relation to the Agreement shall be subject to the Jurisdiction of the Court at Jabalpur.

Section – V

5. SPECIAL CONDITIONS OF THE CONTRACT (SCC):-

5.1 GENERAL:-

The conditions given in this Section V, supplement the “Instructions to the Bidders” given in Section II & “GCC” given in Section IV and in case of any conflict, the conditions given herein shall prevail over those in Sections II and IV.

5.2 SAN STORAGE AND SUPPORTING SOFTWARE:-

5.2.1 The SAN Storage / system and related software to be supplied shall conform to the relevant technical specifications as mentioned in Section VII of this document.

5.3 SITE ACCEPTANCE TESTS (SAT):-

5.3.1 The Purchaser shall carry out the entire test detailed in the Acceptance test schedule to be furnished by the Contractor to confirm that the performance of the different modules, sub-systems and the entire installation satisfies the specification requirements. The Purchaser reserves the right to include any other tests which in his opinion is necessary to ensure that the SAN Storage meets the specifications.

5.3.2 The Purchaser reserves the right to ask for modifications/additions to the Site Acceptance Test Procedure at any point of time till the Site Acceptance signoff at each location.

5.3.3 The Site Acceptance Tests shall cover the intended functioning of the SAN Storage with proper integration with other sub components and software's.

5.3.4 The contractor shall carry out the Site Acceptance Tests in the presence and supervision of the Purchaser or its designated Officer / agency at the site. The contractor, at its own cost, shall provide the

testing SAN Storage/instruments/software programs necessary for performing and demonstrating the Site Acceptance Tests.

- 5.3.5 The Purchaser or its appointed testing authority shall supervise the tests at each site, as described in the Site Acceptance Test Procedure and performed by the contractor to confirm that the complete solution at each site satisfies the requirement of specifications including the service performance.
- 5.3.6 The contractor shall rectify all deficiencies immediately, if found, in the performance of the system as per the requirement during the Site Acceptance Tests, at no cost to High Court of Madhya Pradesh, Jabalpur.
- 5.3.7 Any components or parts failing during the acceptance tests shall be replaced free of cost by the Contractor. These replacements shall not be made out of spares supplied by the Contractor as part of supplies under this Contract. This shall also not entitle the contractor to any extension of completion time.
- 5.3.8 The cost of all test and / or analysis shall be fully borne by the contractor. Material put up for inspection shall be those to be supplied and in quantities laid down in the Schedule of Quantities. Any variation shall require the prior approval of the Purchaser before the material is manufactured/ offered for inspection.
- 5.3.9 All material brought to site shall be permitted to be installed only after inspection and acceptance by the Purchaser.
- 5.3.10 The completed installation at all stages shall be subjected to checks and tests as decided by Purchaser. The contractor shall be liable to remedy all of such defects as discovered during these checks and test and make good all deficiencies brought out. The complete installation shall be taken over finally on successful commissioning in entirety.

5.4 CONSIGNEE AND SECURITY OF MATERIAL:-

Any stores lost, prior to formally taking over by the Purchaser, shall be made good by the contractor at no cost to the Purchaser.

Section – VI

6. SCOPE OF WORK:-

6.1 The Registrar General, High Court of Madhya Pradesh Jabalpur is interested to assign the task for Purchase of SAN Storage at High Court of Madhya Pradesh, Jabalpur.

6.2 SUPPLY:-

Supply of SAN Storage along with all necessary software's and connectivity etc. as per requirement of High Court of Madhya Pradesh.

6.3 INSTALLATION & WIRING:-

6.3.1 Installation & wiring of SAN Storage, components and accessories.
Installation of all necessary software's and drivers.

6.4 INSTALLATION PRACTICE AND METHOD OF WORK:-

6.4.1 The work shall be executed to the highest standards using best quality material. The system design shall use state-of-the art techniques/tools. The contractor shall ensure that the entire specification is complied with the technical specifications. It shall be the responsibility of the contractor to demonstrate compliance of technical as well as functional specifications. Meeting individual requirements shall not be deemed as meeting the overall efficient functioning of the total system.

6.4.2 The completed installation shall be subject to checks at all stages and tests as prescribed in the bid or as deemed necessary by the Registrar General. The same shall be done by the Purchaser and the contractor shall be liable to rectify such defects as brought out by the Purchaser during these checks and tests and make good all deficiencies at his own cost.

6.5 COMPREHENSIVE WARRANTY:-

The contractor will be required to maintain the installed systems for the period of **FIVE years after the taking-over certificate / installation certificate.**

6.6 WARRANTY TERMS AND CONDITIONS:-

6.6.1 The Contractor shall be solely responsible for the maintenance, repair of the whole SAN Storage supplied and integrated and the Registrar General; High Court of Madhya Pradesh shall not be liable to interact with any of the partners/ collaborators of the Contractor.

6.6.2 The Contractor shall have adequate Technical Support Center to meet the criteria for fault restoration/faulty unit repair times as mentioned in the Section-VI. The Contractor shall furnish the names, locations, complete postal address, telephone numbers and FAX numbers of all Technical support Centers at the time of signing the Contract.

6.6.3 The Contractor shall also provide the name of alternate contact person or Technical Support Center with address & telephone /fax numbers/ E-mail which may be contacted by the Registrar General, High Court of Madhya Pradesh or its authorized Officer / staff for support in case of no response/poor response from the designated Technical support center. This however shall not preclude from imposing the penalties, if any, as applicable as per the terms & conditions of this tender.

6.6.4 Any change in Address, Phone number, FAX Number, e-mail etc., shall have to be intimated in writing by the Contractor to the Registrar General, High Court of Madhya Pradesh, Jabalpur.

6.6.5 The Contractor shall ensure that all the Technical support centers are manned by fully competent and responsible Engineers and are

capable of attending faults / supporting their engineers at the High Court of Madhya Pradesh.

6.7 WARRANTY SERVICE LEVEL REQUIREMENTS – SLA:-

6.7.1 Service Hours:-

The Service window for all the SAN Storage would be **09:00 A.M. to 06:00 P.M.** from Monday to Saturday, excluding National Holidays.

6.7.2 Scheduled Downtime:-

- (a) Scheduled downtime is defined as the period of time when software application will remain unavailable for conducting necessary preventive maintenance, urgent repairs etc. This is the maximum duration, which the Contractor can take for scheduled downtime purposes.
- (b) It will be expressed in hours.
- (c) The maximum scheduled downtime for any SAN Storage would be 02 days in every calendar month.
- (d) The preventive maintenance would be carried out with a minimum advance notice of 24 hours in writing and subsequent acceptance of the same by Registrar General, High Court of Madhya Pradesh or officer who will execute the contract.

6.7.3 Mean Time to Resolve / solve the problem (MTTR):-

- (a) MTTR is defined as the arithmetic average of the time taken to attend to resolve the issues logged over a defined period of time.
- (b) The Severity Levels for measuring MTTR are provided in the following table:-

S. No.	Severity Level
1.	High
2.	Low

- 6.7.4 The various Service Level Requirements and related penalties for default are given below:-

Parameter	Details	Measurement Criteria	Penalties per day of delay / per fault / per occasion
Mean time to resolve (MTTR)	(i) Within 24 hours from the call logging time – for all High Severity events (ii) Within 48 hours from the time of attending the problem for all Low severity events	Calculation of fault duration per instance based on Fault Docket.	(i) For High Severity events, Rs. 1000/- . (ii) For Low Severity events, Rs. 500/- . Delay will be counted in steps of one hour.

6.7.4.1 The Successful Bidder needs to maintain the Service Levels as follows:

- (a) 99% of the times for the MTTR of High Severity Events
- (b) 95% of the times for the MTTR of Low Severity Events

6.7.4.2 The penalty will be applicable on per fault basis even if there is commonality of fault at any point causing full or part failure of services.

6.7.4.3 After the expiry of warranty, it shall be optional for Registrar General, High Court of Madhya Pradesh not to enter the contract further with the contractor. If Registrar General, High Court of Madhya Pradesh is not satisfied with the performance of the Contractor during Warranty it reserves the right to terminate the same during its currency, after **giving a notice** to the Contractor.

6.7.4.4 The Contractor has to maintain adequate spares for maintaining the SLA (Service Level Agreement) parameters as mentioned below. Any cost involved to meet the service level requirements specified above is to be borne by the Bidder.

6.7.4.5 In case the Service Level Requirements are violated continuously for a period of three months, the Purchaser reserves the right to terminate the Contract by giving a notice to the Successful Bidder.

6.7.4.6 The preventive maintenance /routine checkup of SAN System to be carried on yearly basis during the warranty period and the report is to be submitted to the Registrar General, High Court of Madhya Pradesh or his authorized officer.

Section – VII

7. TECHNICAL SPECIFICATIONS:-

All the products/SAN Storage/items supplied should be quoted with:-

- (i) Five years comprehensive Onsite Warranty and support on SAN Storage systems / items / articles.
- (ii) All the necessary required cables and other accessories.
- (iii) Enclose all product catalogues and technical **brochures of the SAN Storage along with MANUFACTURER AUTHORIZATION FORM (MAF) addressed to the "Registrar General, High Court of Madhya Pradesh", Jabalpur (M.P.)**
- (iv) **The bidder has to quote only 01 product of single make / brand at a time and not multiple brands for same item.**
- (v) **The Original SAN Storage manufacturer can authorize more than one partner for participation in the bid.**

The detail of the SAN Storage along with technical specifications is enumerated as given below:-

<i>S. N.</i>	<i>Items</i>	<i>Minimum Specifications* / Make</i>
<i>01</i>	<i>SAN Storage 1peta byte (PB) (each)</i>	<i>Minimum Specification – "A"</i>

Note:- Please submit the product catalogue / brochure in above serial ORDER only.

“Minimum Specifications – A”
SAN Storage 1 peta byte (PB) (each)

S. No.	Description	Specification	Technical Compliance YES/NO	Remarks, if any
1	SAN Storage Specifications			
2	The Storage OEM should be established in the Gartner Quadrant.			
3	The Storage should have Symmetric Active-Active Controller architecture (Driver-type agnostic) and should be a true scale out unified system supporting all Block protocols natively, where a LUN should be accessible by all the controllers simultaneously.			
4	Offered Storage controller shall be based on latest technology			
5	The Storage Systems should be Enterprise Class Storage System and supplied with usable capacity, the system should support combination of SSD, NVMe, SAS and NLSAS Drives.			
6	The proposed Storage should also support NVME, SSD, SAS and NLSAS drives.			
7	The supported disks should be dual ported with minimum 12Gbps full-duplex data transfer capability			
8	The Storage should be configured with 1000 TB usable using NL SAS or better and 20TB using NVMe drives and scalable to at least 2000 TB usable.			
9	The Storage should support RAID 5, RAID 6, RAID10 & all other RAID configurations, as per prevalent industry standards.			
10	Storage System should have multiple Global Hot Spares. One Hot spare disk should be provided for every 30 Disk Drives per drive type			
11	Storage should have 12Gbps SAS Links for Disk connectivity			
12	The Storage system should have minimum 768 GB global cache across controllers. The complete cache should be accessible by all the controllers in the Storage system.			

	Cache memory should be delivered on DRAM, any other device or HDD should not be considered as cache.			
13	The Storage should be with No Single Point of Failure (SPOF). All the components should be redundant and hot swappable including power supply, fans, batteries etc. The proposed Storage must support non-disruptive replacement of hardware component			
14	The Storage system should have support for multi-path configuration for redundant path to connected hosts. Any Licenses (unlimited/frame based) required for this should be provided with Storage.			
15	The Storage should support dynamic LUN expansion/concatenation while LUN is mounted on the host			
16	The Storage should support data tiering between different Storage tiers such as SSD, NVMe, SAS and NL-SAS drives (Three tiers) within the same Storage array. Hot Data should always reside on highest tier.			
17	The Storage should be supplied with Storage management, virtual/thin provisioning, snapshot, clone, Data Tiering and other required software to meet the technical requirements. Licenses to be supplied for unlimited capacity.			
18	Proposed solution should be able to interface with various industry leading server platforms, operating systems and must support LAN/SAN based backup via FC, and iSCSI protocols.			
19	Proposed solution should support integration with quoted backup software and should support source side de-duplication so that only changed blocks travel through network from source host to backup device.			
20	The proposed backup solution must include a retention lock feature that ensures no data can be deleted accidentally or deliberately. This safeguard must be stringent enough			

	to prevent even the administrator from deleting data, either intentionally or by mistake.			
21	The proposed Storage array must support data-at-rest encryption to protect sensitive data from unauthorized access. This encryption ensures that data stored on the array is secure and unreadable to anyone who does not have the proper authorization to decrypt it.			
22	The backup solution should be equipped with a security feature that enforces the retention policy, preventing any deletion of backup data until the retention period has expired. This means that even administrators cannot override or bypass this protection, ensuring the integrity and availability of backup data until it is no longer required.			
23	The Backup solution should provide protection against NTP (Network Time Protocol) hacking/compromise. This safeguard will prevent any manipulation of time settings that could otherwise be exploited to alter or bypass retention policies.			
24	The Proposed solution should support for ease of user rights management along with role-based access control to regulate the level of management in multi-tenant environment. Proposed backup software should be available on various OS platforms like Windows, Linux.			
25	The proposed backup solution should have in-built feature for extensive alerting and reporting with pre-configured and customizable formats. The proposed solution must have capability to do trend analysis for capacity planning of backup environment not limiting to Backup Application/Clients, Virtual Environment, Replication etc.			
26	Bidder need to provide the 30VM (for total 3 SAN boxes, 10 for each) license. Backup software should support for Virtual machine and volume backup.			

	Storage Management Features			
27	Storage management software should be browser based/ web enabled accessible over IP			
28	Storage management s/w should have roles based access for user accounts to the Storage system.			
29	Storage management software should provide interface/wizards to perform configuration operations like create LUNs present LUNs to host, set LUN attributes etc.			
30	Should have dual active-active controllers and shall be based upon PCI 3.0 technology or latest; And shall be offered with minimum 12 cores in each controller.			
31	The proposed Storage system shall have a minimum of 8 x 32Gbps Fiber Channel ports, 4 x 10Gbps iSCSI ports for connectivity.			
32	The proposed system should offer more than 99.99% data availability guaranteed architecture.			
33	The Storage should have the requisite licenses to create point-in-time snapshots. Offered Storage array shall be configured with array based Snapshot and clone functionality and shall be configured for minimum of 1024 snapshot licenses. The Storage should support minimum 1024 snapshots. The license proposed should be for the complete supported capacity of the system.			
34	Support for industry-leading Operating System platforms including LINUX, Microsoft Windows etc. It shall support connecting hosts over iSCSI or FC and shall be supplied with any Multi-pathing software, if required, with the solution.			
35	MPHC is seeking total & complete solution. Bidders are advised to consider & include the price of any& all the components (e.g. compute, licenses and ports) in their respective quoted solution. Storage subsystem			

	shall be supplied with Thin Provisioning, Thin Re-claim, Snapshot, remote replication, De-duplication, Compression, Performance Monitoring, and Quality of service for IOPs, response time and Bandwidth on day 01 for the supplied capacity of the array.			
36	The Hardware and software quoted should have 05 Years support along with all upgrade and updates.			
37	Proposed solution should support integration with quoted backup software and should support source side de-duplication so that only changed blocks travel through network from source host to backup device.			
38	The proposed backup solution must include a retention lock feature that ensures no data can be deleted accidentally or deliberately. This safeguard must be stringent enough to prevent even the administrator from deleting data, either intentionally or by mistake.			
39	The proposed Storage array must support data-at-rest encryption to protect sensitive data from unauthorized access. This encryption ensures that data stored on the array is secure and unreadable to anyone who does not have the proper authorization to decrypt it.			
40	The proposed backup solution should have in-built feature for extensive alerting and reporting with pre-configured and customizable formats. The proposed solution must have capability to do trend analysis for capacity planning of backup environment not limiting to Backup Application/Clients, Virtual Environment, Replication etc.			
41	The proposed Storage system is intended to be used as a DR/backup Storage solution for MPHIC's existing DC SAN Storage solution. As such, it is important that the offered solution			

	<p>should work seamlessly, as a single product, with the existing hardware/ solution, with regard to both hardware based replication and backup solution offered. MPHC shall reserve the right to solicit POC/ demonstration to help it determine the same, please note.</p>			
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- Note: - 1. The detail of the existing MPHC DC Storage set-up is as follow:**
03 No. Hitachi VSP 590H with 1000 TB capacity; 768 GB Cache; 8x32 Gig FC and 4x10 Gig IP ports.
2. The SAN Storage should have all necessary cables and connectors for installation of the system.
3. All of the above specifications should be read as equivalent or better/higher side. The vendor may quote equivalent or better or higher specifications.

Section – VIII
Table – “A”

Detail Break up of Cost*
Name of the Bidder:

S. No.	Item Description	Make and Model	Unit Price (In Rs.)	GST	Sales / Service Tax as applicable any other duties / taxes (In Rs.)	Total Unit Price (All inclusive) with 05 years on-site warranty (In Rs.)	Number of Units* (03 Peta Bytes)	Total Cost
01	02	03	04	05	06	07	08	09 = 08x07
01	SAN Storage 1 Peta Byte (PB) <i>Minimum Specification –A</i>						03	
TOTAL VALUE In Rs.								

Total Price in Rs. _____

In words _____

Note:-

1. *Total 03 Peta Bytes (PB) Storage to be supplied and installed at High Court of Madhya Pradesh, Bench at Indore at DR Site.
2. The total price of commercial bid inclusive of all taxes & expenses for 05 (Five) years on-site maintenance & support shall be taken as the basis for evaluation of commercial bids. In case of any discrepancy in the tax factor, the basic product price shall be taken in to consideration for finalization of bids.
3. In case any document is found to be incorrect or misleading, then the bid shall be out rightly rejected without any consideration and assigning any reason thereof.
4. The Registrar General, High Court of Madhya Pradesh has full right to accept or reject any bid, without assigning any reason.
5. The Registrar General, High Court of Madhya Pradesh has right to alter the scope of work as per the requirement.

- 6.** All Prospective bidders are requested to submit the bid with all relevant documents and product brochures / catalogues in sequenced manner.
- 7.** The specifications mentioned in tender document are minimum and the vendor may quote equivalent or higher specifications for the SAN Storage in the tender document.
- 8.** If any variations in specifications then please mention the same in technical compliance sheet in remark field.
- 9.** Before submission of online tender fees and EMD please contact on 0120-4001 002, 0120-4001 005 & 0120-6277 787.
- 10.** The decision of the High Court in selection / finalization of bids / products shall be final and no objection in this regard shall be entertained.
- 11.** All future clarification / corrigendum shall be made available in the official website of the High Court and M.P. Government tender portal.

Form: PQ-1

Techno-commercial Bid

S.No.	Description	Indicate also page number where clearly the document attached
1.	Name, address & telephone number of the agency/firm	
2.	Name, designation, address & telephone number of authorized person	
3.	Please specify as to whether Tenderer is sole Proprietor/Partnership Firm/Private or Limited Company.	
4.	Name, address & telephone number of Directors/Partners, Fax No., e-mail address.	
5.	Copy of PAN Card, Copy of previous 03 Financial Year's Income tax return (ITR) Year 2021-2022, 2022-2023 & 2023-2024	
6.	Valid ISO Certificate of products/OEM (Please attach copy)	
7.	GST Registration No. (Please attach copy).	
8.	Latest GST Return (Please attach copy).	
9.	Experience Certificates /details of minimum 05 years in providing services / supply of Servers, SAN Storage / NAS Storage in Central Government /State Government /Public Sector Undertakings /Autonomous Bodies /Reputed Private organizations. (Please attach copy)	
10.	Details of Bid Security/Earnest Money Deposit (Online):- a) Amount: Rs.13 Lakh b) Demand Draft/ Reference No. : c) Date of issue: d) Name of issuing Bank:	
11.	Online Tender Fees details a) Amount: Rs.10,000/- b) Reference No. : c) Date of issue:	

Form: PQ-2

BIDDER'S ANNUAL TURNOVER

_____ (Location)
_____ (Date)

From (Name & Address of the Auditor)

To,
The Registrar General,
High Court of Madhya
Pradesh, Jabalpur

Ref.: _____

Dear Sir/Madam,

We hereby certify that the average annual turnover of M/s.
_____ (name of the bidder) is not less than Rs. **05 Crore**
during the last three financial years.

S. No.	Firm	Year 2021-22	Year 2022-23	Year 2023-24
		Amount	Amount	Amount
1.				

Yours Sincerely,

(Signature of Authorized Auditor)

Name of the Authorized Auditor:

Seal:

Form: PQ-3

SIMILAR WORK EXPERIENCE

From (Name & Address of the Bidder) _____ (Location)
_____ (Date)

_____ To,
The Registrar General,
High Court of Madhya
Pradesh, Jabalpur

Sub: - Purchase of SAN Storage at High Court of Madhya Pradesh, Jabalpur.

Ref.: _____

1. We hereby declare and confirm that we, _____ (Name of the Bidder), having registered office at _____ (address) have successfully executed following projects. We are providing the details below:
(Note: add rows as required).

Sl. No.	Name of the client organization	Purchase Order (P.O) No. & Date of issue of P.O.	Project Value	Brief Scope of Work	Whether the copies of the purchase orders / contracts from the client as required, is attached?	
					Yes/No	Pg. No. on the Proposal

Yours Sincerely,

(Signature of Authorized Signatory)

Name and Designation of the Authorized Signatory:

Name and address of the Bidder Company:

Seal:

Note:-Please clearly indicate the page numbers with documents.

Annexure - 1

Clause by Clause compliance statement on the technical specification as prescribed in the **Section VII** of this document.

Sl. No.	Clause no.	Complied / Not complied

Annexure - 2

DEVIATION STATEMENT FORMAT

The Bidder is required to provide the details of the deviations of the tender clauses **(in any section of the tender)** in the following format.

Sl. No.	Section No.	Clause No	Clause Description	Non Compliance/ Partial Compliance	Remarks

PART – I

BID FORM (1 sheet)

Tender No. :

Date:

To,

**The Registrar General
High Court of M.P.,
Jabalpur (M.P.)**

Respected Sir,

1. Having examined the conditions of contract and specifications in the tender document and annexure, the receipt of which is hereby duly acknowledged, we, undersigned, offer to Purchase of SAN Storage at High Court of Madhya Pradesh, Jabalpur for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. We undertake, if our Bid is accepted, to complete delivery of all the items specified in the contract within the delivery schedule specified in the tender.
3. If our Bid is accepted, we will obtain the unconditional performance guarantees of a Nationalized/Scheduled Bank for a sum 03% of the purchase / contract value.
4. We agree to abide by this Bid for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. Until a formal Purchase Order of Contract is prepared and a contract is executed accordingly, this Bid together with your written acceptance thereof in your notification of award shall

constitute a contract binding on us, subject to terms and conditions mentioned in the tender document.

6. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
7. We understand that you are not bound to accept the lowest or any bid, you may receive and you may reject any bid without assigning reason therefore and you may vary, amend or alter any terms and conditions of the Tender Document at the time of execution of the Contract.

Dated this day of 2025

Name and Signature

In the capacity of

**Duly authorized to sign the
bidfor and on behalf of**

Witness

Address

Signature

CERTIFICATES

WE CERTIFY THAT:

1. We will not LEAK / DISCLOSE any information of High Court of Madhya Pradesh to any other institutions/organizations, bodies and also in the market on the rates less than the prices quoted by us to the High Court.
2. The rate of TAXES / DUTIES mentioned in the tender is in accordance with the provisions of the rules in all respects and the same is payable to the Authorities.
3. The material / items and software offered shall be of the best quality strictly in accordance with the specifications and particulars as detailed in the tender.
4. The information furnished by us in the tender are true and correct to the best of our knowledge and belief.
5. We have read and understood the rules, regulations, terms and conditions of tender as applicable from time to time and agree to abide by them.
6. We will meet 100% Confidentiality and Integrity of High Court Database and software.

Authorized Signatory

(Seal of the Company)