

Bid Corrigendum

GEM/2025/B/6283882-C4

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. **OPTION CLAUSE:** The buyer can increase or decrease the contract quantity or contract duration up to 25 percent. Bidders are bound to accept the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the contract quantity or contract duration can only be increased up to 25 percent.
2. Bidders can also submit the EMD with Account Payee Demand Draft in favour of The New India Assurance Co Ltd payable at Mumbai.
Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening.
3. Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C The New India Assurance Co Ltd. The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening.
4. **Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings with bid.
5. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid.
6. Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload along with bid. [Click here to view the file](#)
7. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
8. **Manufacturer Authorization:** Wherever Authorised Distributors/service providers are submitting the bid, Authorization details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.
9. **Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for experience criteria:
a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.
b. Any other document in support of contract execution like Third Party Inspection release note, etc.
10. Buyer Added text based ATC clauses

CORRIGENDUM -1

**Request for Proposal (RFP) For Procurement of Annual Technical Support
er- GEM/2025/B/6283882
Date - 13/06/2025**

S N	Page No	Clause Tender Ref	Description in the tender (Tender Ref)	Changes to
1	14	Scope Of Work	Bidder shall provide 3 year onsite comprehensive A TS from the OEM with premium support for Trend Micro Deep security licenses.	Bidder shall provide r onsite comprehensive S from the OEM for Micro Deep security licenses.
2	6/14	Payment Terms	Document to be submitted-Uptime Reports	Document to be submitted Yearly License certificates.

ADDENDUM -1

**Request for Proposal (RFP) For Procurement of Annual Technical Support
er- GEM/2025/B/6283882
Date - 18/06/2025**

S N	Page No	Clause Tender Ref	Description in the tender (Tender Ref)	Changes to
			Bidder shall	

			r o D e e p s e c u r i t y l i c e n s e s.	
2	1 2 / 1 3	T e c h n i c a l S p e c i f i c a t i o n s	(A n n e x u r e - 2)	Revised Format Attached (Annexure-2)
3	1 3	C o m m e r c i a l B i d	(A n n e x u r e - 3)	Revised Format Attached (Annexure-3)

4	15	P a y m e n t t e r m s	NA	TAM (OEM Premium Support) Services
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TECHNICAL SPECIFICATIONS

Server Security Solution

SN	Specifications	Compliance (Y/N)	Remarks
1	ATS of Deep Security Enterprise Perpetual		

Server Security Solution- TAM Premium Support Services

SN	Specifications	Compliance (Y/N)	Remarks

1	The proposed OEM vendor should assign a designated Technical Account Manager (TAM) on OEM payroll and should be a single point of contact for NIA for addressing all critical issues whenever a support ticket is raised. The TAM shall conduct quarterly Onsite Meeting with NIA.		
2	NIA should have 24*7 access to TAM and online submission portal for product and malware related issues with priority case handling.		
3	The OEM TAM should conduct half yearly health check for the deployed solution. The health check should cover detailed configuration audit, findings and recommendations of the deployed solution.		
4	The OEM TAM should conduct onsite meetings with the concerned NIA officials to present the findings of the health check and suggest required corrective actions.		
5	The OEM TAM should provide monthly status reports for the support cases raised for that month with concerned NIA officials.		
6	The OEM TAM should proactively provide security advisories, product version release etc with the concerned NIA officials and should also extend all required support to the partner in implementing new product releases.		
7	The proposed TAM services will be used organization wide, for current and future engagements with the OEM		

COMMERCIAL BID

SERVER SECURITY SOLUTION

SN	Item Description	Quantity	AMC/ATS Charges per year (A)	No of Years (B)	Total (AB)
1	Trend Micro Deep security ATS	1300		3	
2	TAM Premium Support Services	1		3	
Grand Total					

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are in contravention of the GeM GTC, such bids shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process.

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by the Government of India.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to extant GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category based bid.
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 [attachable items](#) of buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying the same.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience only.
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, the L1 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 terms and conditions, 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 along with the main item, the same must be added through bunching category based items or by bunching category based items. 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 Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of the bid opening, the seller must raise such representations and would not be allowed to open bids if he fails to reply to such representations.

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)