

Instructions to bidders:

1. Bidders shall upload a complete set of bid document, technical specifications and scope of work, Service Level Agreement (SLA), terms & conditions (including payment terms, penalties and non-disclosure agreement) duly signed & stamped as a token of scope understanding and acceptance/compliance by them.
2. Bidders shall quote **hourly rate** for support (**minimum commitment of 500 hours for two years and maximum of 800 man-hours per year**)
3. Bidders shall upload proof of compliance to Project Experience and Qualifying Criteria requirement
4. Bidders shall upload proof of compliance to requirement of Educational Qualifications including Profile of Service Engineers
5. Bidders shall upload valid MSME/Start-up certificates wherever applicable
6. The contract period will be for two years from the date of the Contract/Order. Buyer reserves the right for extension of contract for further six months/one year based on satisfactory performance of the service provider.
7. Bidder shall submit necessary supporting document as a proof of compliance of each (1 to 4) **“Project Experience and Qualifying Criteria Requirement”** along with the bid document.