

Bid Document

Bid Details	
Bid End Date/Time	21-12-2022 21:00:00
Bid Opening Date/Time	21-12-2022 21:30:00
Bid Offer Validity (From End Date)	30 (Days)
Ministry/State Name	Madhya Pradesh
Department Name	Urban Development And Environment Department
Organisation Name	E-nagar Palika Government Of Madhya Pradesh
Office Name	Vidisha Road Ashoknagar
Total Quantity	1
Item Category	Unified Application Performance monitoring software (Q3)
Minimum Average Annual Turnover of the bidder (For 3 Years)	5 Lakh (s)
OEM Average Turnover (Last 3 Years)	5 Lakh (s)
Years of Past Experience Required for same/similar service	1 Year (s)
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Compliance of BoQ specification and supporting document *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
Past Performance	10 %
Bid to RA enabled	No
Type of Bid	Single Packet Bid
Time allowed for Technical Clarifications during technical evaluation	2 Days
Estimated Bid Value	3600000
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

Reserved for Make In India products

Reserved for Make In India products	Yes
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Reserved for MSE

Reserved for MSE	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
3. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Bid reserved for Make In India products: : Procurement under this bid is reserved for purchase from Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. However, eligible micro and small enterprises will be allowed to participate. The minimum local content to qualify as a class 1 local supplier is denoted in the bid document. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which the bid is liable to be rejected. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020 . In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.
5. Procurement under this bid is reserved for purchase from Micro and Small Enterprises whose credentials are validated online through Udyog Aadhaar for that product category. If the bidder wants to avail the reservation benefit, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid 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 product or service.
6. 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.

7. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 10% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

Unified Application Performance Monitoring Software (1 pieces)

(Minimum 80% Local Content required for qualifying as Class 1 Local Supplier)

Brand Type	Registered Brand
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Technical Specifications

* [As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
BASIC INFORMATION	Type of Software	Unified Application Performance monitoring software
	Type of Licence	Subscription
	Provision for Floating License (Platform agnostic)	Yes
	Numbers of years upto which support is available from OEM	1
Per License Capability	Application Monitoring available in the offered product	Application Instance, DB Instance, JVM Instance, Atleast Five container Instances, Other
	Infrastructure Monitoring available in the offered product	OS, Process, Network Communication
	Real User Monitoring available in the offered product	Pageview wise, Session wise
	BW/Storage limit on Monitored DB Server instances	Limited
	Log Collection & analysis on Monitored App Servers(in GB per day?)	0.5
	Analytics (on transaction) on collected Data(in transactions/ events per day)	500000
	Reporting on collected Data	Limited
	Provision to Swappable License (Platform, OS, DB etc)	Yes

Specification	Specification Name	Bid Requirement (Allowed Values)
FEATURES AND FUNCTIONALITY PARAMETERS	Provision of Single platform architecture and Web UI to address various dimensions of Application Performance Management	User and Analytics
	Provision of Web UI to provide custom Role based access control for granular controls	Yes
	Provision of Automatic Business metrics and Application performance correlation through Analytics	Yes
	Provision of Automatic Infrastructure Metrics, Logs & Application performance correlation through Analytics	Yes
	Provision in the offered product for flexibility to monitor applications deployed	On-Premise
	Provision of Automatic & dynamic baselining of all components/metric including custom metrics through AI/Machine learning	No
	Provision for manual override of any baseline	Yes
	Provision for Code Level (Method/Class) diagnostic on Poorly performing transactions	Yes
	Provision for OOB integration or API to access APM Data as well as to integrate with leading Service Desk, Development & Automation tools	Yes
	Provision for SSL/ Encrypted data transmission between every monitoring component	Yes
	Provision to perform synthetic jobs on web browsers in the same UI as the rest of the solution with capability to script & measure multi-page workflows	Yes

Specification	Specification Name	Bid Requirement (Allowed Values)
	Provision to store and work on historical data(in Days)	365.0 - 365.0 Or higher
Web UI Capability	Provision for Dashboard with summary on realtime data on Key Metrics (such as response time, errors, Requests count,Infra metrics etc) aggregated per application	Yes
	Provision for Drill Down capablities from summary Dashboard to any instance of any Application component with realtime data on Key Metrics (response time, errors, Requests count etc) aggregated at that level	No
	Provision for Configuration, Management, Monitoring, Analysis & Reporting through Single Web-based user interface with SSO	Yes
	Provision to Create Custom Dashboards	No
	Provision for Alerts and Notification configuration through Web UI	Yes
	Capability to generate Reports through Web UI in the offered product for	Custom Reports
	Capability to export generated reports in multiple formats	PDF, excel
	Provision for usage and performance analytics based upon	Device type, OS type, OS version, Browser type, Location
	Provision to Display Key metrics on Geo Map	No
	APM Capability	Capability to automatically discover business transactions and components including backends (DB, Web Services etc)
Capability to automatically create a visualization of the entire application topology & interactions within all components		No

Specification	Specification Name	Bid Requirement (Allowed Values)
	Capability to capture custom business metrics without changing application code	No
	The offered product automatically can	Count measure and score every transaction
	Provision to auto Identify for	Error transactions
	Capability to provide Network Visibility on Host (Network endpoints & visibility)	Yes
	Provision of Detailed transaction traces down to specific lines of code/Method/Class	Yes
	Provision to Report application errors & exceptions	Yes
	Provision to collect DB data (SQL Explain & Execution plans, locks, performance, stalls etc)	Yes
	Provision to drill down from business transaction to correlated log entries in single platform	No
	Provision to compare business transactions flows for different custom time ranges (Trend Analysis)	Yes
	Provision of Application framework metrics (performance counters, JMX mBeans, Java Memory leaks etc)	No
	Provision of Real user monitoring (all Popular browsers & Mobile Devices)	Yes
	Capability to Monitor Containerized Application & Microservices metrics without changing container image	No
	Capability to group transactions together based on a user-identification parameter like Session ID, IP etc and display all transactions in order of execution	No

Specification	Specification Name	Bid Requirement (Allowed Values)
Infrastructure Monitoring Capability	Provision to automatically monitor basic hardware metrics for	1. CPU Memory & System Load, 4. Others
	Provision to automatically monitor Process related metrics for	Count
Real User Monitoring	Provision for Mobile Apps (Hybrid & Native) with popular Mobile OSs across multiple App versions	Yes
	Provision to Trace transactions from App/browser all the way to the server side	Yes
	Ability to track user sessions(App/Browser) to understand user flows and behaviour	Yes
	Ability to capture user interactions(User Journey)	Yes
	Provision for configurable option set through Web UI to monitor either all user-sessions & all requests or only a SAMPLE set of sessions & requests as per need basis	No
	Provision to automatically inject js on all/selected pages	No
	Provision for browser/app metrics (cache hits, load time, TTFB etc) for all web resources on all pages being monitored	No
	Provision for detailed browser/app traces for poor performing end user requests	Yes
Analytics Capability	Provision for Automatic Impact analysis due to slow, stalled & error transactions	Yes
	Provision for Automatic analysis of end-to-end APM data to provide root cause analysis & hot-spots	No
	Provision for Automatic Application log data analysis & correlation with APM & Infrastructure Metrics	No

Specification	Specification Name	Bid Requirement (Allowed Values)
	Provision for Auto-Inject transaction Identifier in logs, so that logs for a particular transaction can be fetched and correlated with APM data	No
	Provision to correlate data between mobile/browser, server, infrastructure and log monitoring	Yes
	Capable to offer graphical query builder as well as analytics query language to enable advanced users to create complex queries to get desired outcome	No
Alerts & Notification Capability	Provision for Point-n-click rules/Policy based configuration on Web UI to	1.Configure Alerts & Notification
	Provision to disable rule evaluation temporarily for predetermined maintenance windows	No
	Provision to send Notifications through eMail/SMS on alerts	Yes
	Provision to integrate with leading tools through OOB integration or REST API	Yes
	Provision for offer AI/machine-learning based alerting techniques	No
	Capability to associate diagnostics actions with alert (heap dump/thread dump)	No
	Capability to set alerts on custom metrics	Yes
Infrastructure Requirement, Scalability & Updates	Offered product can be installed, configured and managed without taking additional Professional Support	No
	Required OS and DB licenses (if any) for deployment of APM solution in HA bundled with the offered product	No
	APM (All Components) Deployment in HA mode	No

Specification	Specification Name	Bid Requirement (Allowed Values)
	Agent can be managed from APM Web UI	Yes
	Server Upgrades/updates to be non disruptive to the whole APM ecosystem	Yes
	Agent able to collect & persist data even if it is disconnected from APM server for very short durations	Yes
	Agent able to sync collected data to APM server in time (sec)	1
	Free upgradation for all version & feature during the warranty/support period	Yes
	All the APM component adhere to industry best practices for application security & free from latest OWASP Top 10 Most Critical Web Application Security Risks	No
	APM agent overhead of the application Resource Requirement while monitoring all the transactions Also Agent not to downgrade its capabilities to match this limit to be in percentage	1
	Agent able to mask/strip sensitive data according to custom access rights	No
	Agent able to run as non root/admin user on supported platforms	No
	24 * 7 Technical support centre from OEM in India	Yes
	Supported Application Framework	PostgreS
GENERIC PARAMETERS	OEM / Bidder has to demonstrate the installation working to prove the Compliance of his parameters	Yes

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Rakesh Dhakad	473331,NAGAR PALIKA PARISHAD ASHOKNAGAR	1	15

Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1 Bidder must be one branch office in Madhya Pradesh to provide valid documents.

2 Copy of PAN CARD

3 Bidder must be GST Registration certificate should provide a valid proof.

4 Bidder Must be Experienced in the same or similar Unified Application Performance Monitoring Software supply Min. 5 Orders in MP state and Min 1 order supply outside MP must provide a valid proof.

5 Bidder must provide a Product Catalogue to provide all details regarding Unified Application Performance Monitoring Software.

6 Bidder must provide a Unified Application Performance Monitoring Software logbook.

7 Bidder provides Trademark Certificate to show your brand for supply and at the same time should provide a valid document.

8 Bidder if provide any false/Editing document found those bidders must be blacklisted for 5 years.

9 Atc Certificate

10 MII Certificate

11 Bidder must be a Udyam Registration Certificate.

12 Application must contain a revenue monitoring system Property tax, water tax etc.

13 App must have a provision of Digital logbook.

14. 22000 houses monitoring

15 Atlest 15 Days training provided at NAGAR PALIKA ASHOKNAGAR

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. 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. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents/clauses shall also be null and void. 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. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

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

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.

---Thank You---