

TENDER DOCUMENT

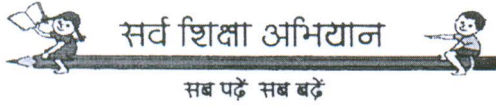
COMPREHENSIVE AMC OF NSDI SOI SERVER AND ITS PERIPHERALS FOR WMS/WFS SERVICES AT GIS & RS DIRECTORATE

IN

**GIS & RS DIRECTORATE,
SURVEY OF INDIA, HYDERABAD.**

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भारतीय सर्वेक्षण विभाग
SURVEY OF INDIA



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भौगोलिक सूचना पद्धति और सुदूर संवेदन निदेशालय
GIS & REMOTE SENSING DIRECTORATE
उप्पल, हैदराबाद -500 039 (तेलंगाना)
UPPAL, HYDERABAD - 500 039 (TS)
दिनांक / Date 30 - 10 - 2017.

सं./No.भं/S - 1586 /15-K (NSDI)

Sub: COMPREHENSIVE AMC OF NSDI. SOI SERVER AND ITS PERIPHERALS FOR WMS/WFS SERVICES AT GIS & RS DIRCTORATE.

Geographic Information System and Remote Sensing Directorate (hereinafter referred to as the "GIS&RS Dte"), a specialized unit of Survey of India invites sealed tender(s) in **two bid format (i.e. Technical Bid and Financial Bid)** from the eligible registered firms / OEM for COMPREHENSIVE AMC OF NSDI. SOI SERVER AND ITS PERIPHERALS FOR WMS/WFS SERVICES AT GIS & RS DIRCTORATE Survey of India, Uppal, Hyderabad-500039 as per the specification as given in the schedule attached with the tender as Annexure-I.

The tender document can also be downloaded from www.surveyofindia.gov.in.

An Earnest money deposit (EMD) of Rs.10,000/-(Rupees Ten thousand only) in shape of Demand draft drawn on any Nationalized Bank in favour of the "Drawing & Disbursing Officer, GIS&RS Directorate, Survey of India, Uppal, Hyderabad, payable at Hyderabad" should be furnished with the tender. The tender received without EMD will be summarily rejected. The EMD of unsuccessful tenderers will be returned within 30 days from the tender opening date. The tenderer having valid NSIC certificate is eligible for exemption of EMD.

The Sealed tenders complete in all respect must be submitted in the tender box kept near entrance of **GIS & RS Directorate, Survey of India, Uppal, Hyderabad-500039 latest by 10:30 hrs on 15/11/2017**. The tenders received after the scheduled date and time will not be accepted.

Date and time of opening of Tender is **15/11/2017 at 11:00 hrs** at Conference Hall, of this office. **'Financial Bid' of only those firms whose 'Technical Bid' is complete in all respect and fulfills the eligibility criteria as per Section-1, terms & conditions as per Section-2 and technical specifications as per Annexure-I will be considered for Financial Bid.**

Director(Current Duty)
GIS & RS Directorate
Survey of India
Uppal Hyderabad-39.

Eligibility Criteria:

- (i) The bidding firm/OEM should be registered with the appropriate authorities. Photocopy of Registration Certificate from Registrar of companies Act 1956.
- (ii) The bidding firm must enclose the registration certificate of VAT/TAX obtained from the appropriate authorities. While quoting please certify that you are paying your assessed income tax and sales tax regularly.
- (iii) Copy of Service Tax registration certificate must be attached with the bid.
- (iv) The tenderer must provide the PAN/TAN number of the firm. Copies of income tax returns filed by the firm for last 2 years should be enclosed with the tender.
- (v) If available, Certificate of providing service to any govt. organization during last 3 years should be provided.

Section-2

Instruction For Bidders

1. The bidder is expected to examine all instructions, forms, terms and conditions and specification in the bidding documents Failure to furnish information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will result in rejection of bid.
2. The tender response should be duly signed and stamped on each and every page for having accepted.
3. **Preparation of Tender**
 - (a) The Technical Bid along with EMD and requisite documents shall be placed in sealed envelope super scribed "**TECHNICAL BID**". The Price Bid shall be kept in a separate sealed envelope super scribed "**PRICE BID**". Both the envelopes shall then be placed in one single sealed envelope super scribed. "**Tender For COMPREHENSIVE AMC OF NSDI. SOI SERVER AND ITS PERIPHERALS FOR WMS/WFS SERVICES AT GIS & RS DIRECTORATE**, and shall be addressed to the following (not by any name):- **Director, GIS & RS Directorate, SURVEY OF INDIA, Uppal, Hyderabad-500039.**
 - (b) The bidder name, telephone number and complete mailing address shall be indicated on the cover of the outer envelope.

(b) Both the inner envelopes super scribed "TECHNICAL BID" and "PRICE BID" shall have the name and address of the Bidder so that if required, they may be returned to the bidder without opening them.

(c) If the outer and inner envelopes are not sealed and marked as required, the GIS & RS Directorate, SURVEY OF INDIA will have no responsibility for the bid's misplacement or premature opening.

(d) If for any reason, it is found that the Technical Bid reveals the Price Bid related details in any manner what-so-ever or the Price Bid is enclosed in the envelope, Super scribed, "Technical Bid", the bid documents will be summarily rejected in first instance itself.

(e) All the bid documents submitted shall be serially page numbered and contained the table of contents with page numbers.

4. **Deadline for submission of Bids:**

(a) Bids must be received by The Director, GIS & RS Directorate, SURVEY OF INDIA at the address specified not later than the time and date specified in the invitations for Bids. In the event of the specified date for submission of Bids being declared a holiday for unforeseen reason, the bids will be received up to the appointed time on the next working day.

(b) The Director, GIS & RS Directorate, SURVEY OF INDIA, may at his discretion, extend the deadline for submission of Bids which will be binding on all the bidders.

5. Bids shall remain valid for 90 days after the date of opening prescribed by the SOI. A bid valid for shorter period shall be rejected by SOI as non-responsive.

6. **Opening and Evaluation of Technical Bids.**

(a) The Board of offices appointed by Director, GIS & RS Directorate, SURVEY OF INDIA will open all the Technical Bids in first instance on the appointed date, time and venue.

(b) During the evaluation of the bids, SOI may at its discretion, ask the bidder for clarification of his bid. The request for clarification and response shall be in writing.

(c) No bidder shall contact SOI at any matter relating to its bid from the time of the bid opening to the time the purchase order is placed. If the Bidder wishes to bring additional information to the notice of the SOI, it shall be done in writing. However, all bidders are strongly advised to furnish all information in the bid it-self.

(d) Any effort by a bidder to influence the SOI, in its decision on bid evaluation, bid comparison or purchase order decision, will result in rejection of bid.

7. **Opening and evaluation of Price Bids:**

(a) The price bid of only those bidders who has qualified in technical bid evaluation process will be considered.

(b) Price shall be quoted in Indian Rupees only.

(c) Arithmetical errors will be verified on the following basis: if there is discrepancy between word and figure, the higher of the two shall be taken on bid price. If there is any other discrepancy, the figure leading to the determination of the higher amount shall be adopted. If the bidder does not accept the correction of errors, as aforesaid, his bid will be rejected.

8. **Validity:**

- Quoted rates must be valid for a period of 180 days from the date of the closing of the tender. The overall offer for the assignment and tenderer quoted price shall remain unchanged during the period of validity.
9. It is to clearly mention, whether the quoted rate is inclusive of taxes or exclusive. If the rate is exclusive of taxes, then the details and nature of the taxes.
10. The firm will not make any delay in repairing the system and maximum permissible downtime for setting the system is immediate/same day if the complaint is made before lunch or up to 4.00 P.M. and the next early morning if the complaint is made after 4.00 P.M. In case of downtime more than the hours indicated, a standby is to be provided by the firm failing which a penalty @ 300/-(Rs. Three Hundred only) for computer and @ Rs.100/- (Rs. One Hundred only) for peripherals per one working day beyond one day of downtime would be recoverable from the firm. For the second day of downtime without any standby, the firm's standing will be treated as incompetent and contract likely to be cancelled at the discretion of the competent authority.
11. Experience, in the premises of this Department. In case any equipment is to be repaired at the workshop, prior approval of competent authority must be obtained. In that case standby equipment with equal configuration will have to be provided first for smooth functioning of office work. The Department should be provided with the details of telephone number Office, Residence, Mobile of the engineer deputed for repairing/maintenance of the IT Equipment etc. The firm will be responsible to provide the service of qualified Engineer at any time to attend the day-to-day complaints in this node.
12. Bids with overriding conditions will be summarily rejected.
13. The firm in addition would fulfill the other obligations committed in the rate quotations submitted by it.
14. Payment would be made on quarterly basis on submission of bill along with satisfactory report from the concerned user, subsequent to production of PAN/TIN numbers issued by Income Tax Department in the name of the firm only and not in the name of individual.
15. If the firm wants to revoke the contract, he should give at least three months advance notice with sufficient reasons of the contract. Otherwise the security deposit/pending payments will be confiscated.
16. The comprehensive contract includes the following :-

- a) The preventive and corrective maintenance of hardware and software periodically and also as and when required
 - b) Installation, maintenance and repair of software etc including up to date antivirus software in all the systems.
 - c) Repair and replacement of parts of Server's, and LAN connections including hard disc, mother board, cards, cables, SMPS, Keyboards, mouse etc and excluding consumables like floppies.
17. The firm should provide efficient maintenance service including fortnightly periodic preventive service, maintenance and corrective maintenance, fitting and replacement of defective parts during the period of contract. The equipment will be handed over to this Department in good working condition on completion of the AMC
- 18. Performance Security:**
After the award of AMC, the supplier shall be required to submit the performance security in the form of irrevocable bank guarantee in the prescribed format (Annexure-II) issued by any Nationalized Bank or Fixed Deposit Receipt, for an amount equal to the 10% of quoted value and it will be kept valid for a period of 60 days beyond the date of completion of warranty period. Warranty Period will be commenced from the date of the execution of agreement of contract.
19. If at any time the scope of work for which this job has been awarded is reduced/abandoned the payment value of this job order shall be reduced on pro rata basis by the SOI and the decision of Competent Authority shall be binding on the Agency.
 20. The SOI reserves the right to accept or reject any bid due to any reasons whatsoever.
 21. The Bidder shall sign his bid with the exact name of the concerned to which the contract is to be awarded.
 22. The Bid documents filed by the bidder shall be typed or written in indelible INK. No over writing or cutting shall be permitted.
 23. In case the bid documents submitted has deviations from specifications of terms and conditions prescribed, the bidder shall describe them in Technical Bid separately and prominently (even though the deviation may not be mentioned). It must be ensured that the price related deviations are not indicated in the Technical Bid in any manner. The SOI reserves the right to reject the bid having deviation from the prescribed terms and conditions.
 24. It will be the sole responsibility of the bidder alone to execute the entire contract on his own.
 25. Prior to the submission of Bids the interested bidder/authorized representative can personally inspect the GIS & RS Directorate office premises located at Uppal, Hyderabad at his own cost and prior permission during office hours (Monday to Friday between 9 am to 5:00 pm) to inspect the server and its peripherals for AMC.
 26. This is necessary to enable the bidder to gather all the information. so as to prepare the Bid accurately after taking into consideration all the relevant factors. Submission of Bid will

therefore be considered as meeting the requirement of the bidders having fully read and understood the tender documents and the scope the work prescribed therein.

27. Applicable Law:

- (a) The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.
 - (b) Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Hyderabad, Telangana, India only.
 - (c) The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Hyderabad. The decision of the Arbitrator shall be final and binding on both the parties.
 - (d) Force Majeure: Any delay due to Force Majeure will not be attributable to the supplier.
28. Making misleading or false representations in the bid document will lead to disqualification of the Bidders at any stage.
29. Where the bid has been signed by the Authorized Representation on behalf of the concerned, the bidder shall submit a certificate of authority and any other documents consisting adequate proof of the ability of the signatory bind of the bidders to the contract. SOI may out rightly reject the bid, which is not supported by adequate proof of the signatory's authority.
30. It should be clearly mentioned that whether the quoted rate is inclusive of taxes or exclusive. If the rate is exclusive of taxes, then the details and nature of the taxes and the total cost of item quoted should be specified. Tax exemption, if any, certificate to be attached along with the quotation.
31. The rate quoted shall be mentioned by the agency both in figure and words. There should not be any erasing or overwriting whatsoever to avoid rejection of bid. The rate quoted should remain valid for a period of 60 days from the date of opening of the bids.
32. The bidding firm should provide the details of Telephone /Mobile number of the Technical person to sort outing the technical problems arises.
33. The firm will be responsible for any loss which may be caused to the Govt. on account of damage to the equipment as a result of negligence or carelessness on the part of the firm's engineers. The loss will be recoverable from the firm.
34. Quote the rates making discounts (if any) on MRP and adding sales tax on selling price only (if applicable). Quote your Net rates

Hardware and Software Configuration of NSDI SOI Server

Sl. No.	Particulars	Model No	Serial No.	Qty
1	IBM Blade Server 4 Blade, Capacity 4 @ 300 GB HDD each, RAM-24GB,16GB,16GB,8GB in Blade 1 to 4 respectively.	1 TU Type: 8886	44E8154	1
2	IBM Inbuilt Storage blades 3 @ 600GB each	-	-	3
3	Load Balancer Switch (Master based transformer)	-	-	1
4	Systems Software maintenance (Win Server 08/Apache TC/Linux)	-	-	4
5	Antivirus updation for all the four blades of server	-	-	1
6	CISCO Router	CISCO 4331		1

BID FORM

Tender No.

Date

To
Director,
GIS & RS Directorate
Survey of India
Uppal, Hyderabad-39

Dear Sir,

Having examined the conditions of tender and specifications, the receipt of which is hereby duly acknowledged, I/we, undersigned, offer to provide and install required COMPREHENSIVE AMC OF VARIOUS IT EQUIPMENS OF NSDI SERVER FOR ~~WMS/WFS SERVICES AND PERIPHERALS~~ INSTALLED AT GIS & RS DATA CENTER. with the specifications of the tender document and as per the schedule of prices attached herewith and made part of the Bid.

If my /our Bid is accepted, I/we will obtain the guarantees of a Scheduled Bank for a sum as specified in the contract for the due performance of the Contract.

I/We agree to abide by this Bid for a period upto 90 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal work order of contract is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid submitted by me /us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

I/We understand that you are not bound to accept the lowest or any bid, you may receive.

Signature

Tele No(s):-
Fax No(s)
E-Mail Address:-

Technical Bid

1	Name of the firm, Address and Telephone Number																												
2	Name of the Contact Person, Telephone/Mobile Number																												
3	Detailed technical specification as per Annexure-I to be enclosed.																												
4	Name of the bank (With full address)																												
5	Bank Account Number																												
6	PAN No. (photocopy of PAN Card is to be enclosed)																												
7	Latest Income Tax assessment form issued by the IT Dept. is to be enclosed.																												
8	Affidavit (for proprietor firm) / copy of partnership deed (for partnership firm)/registration certificate of the firm (for Pvt. Ltd/Public Ltd Co) to be enclosed																												
9	(i) Date/year of commencement of business.																												
10	A self-attested copy of authorized dealership certificate if the bidder itself is not the OEM.																												
11	Particulars of DD/Banker's Cheque towards EMD of Rs.10,000/-.																												
12	Details of work orders executed during last two years [attested copy of at-least one supply order to be enclosed].																												
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		From	To																										
13	The tenderer should also mention in the tender the list of their service centres, nearest location of their principal's support centre and details of customer support establishment.																												

DECLARATION

1. I, son/daughter/wife of Shri _____
Proprietor/Director/authorized signatory of the Agency/firm mentioned above, is competent to sign this declaration and execute the tender documents;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

3. The information/documents furnished alongwith the above application are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my/our tender at any sage besides liabilities towards prosecution under appropriate law and forfeiture of EMD and Performance Guarantee.

Signature of the bidder / Authorized person

Date:

Place:

Name & seal:



Financial Bid

Sr.No	Name of Item	Quated price for AMC in rupees	Duties and taxes	Total Price In rupees
1				
2				
3				
4.				

Certified that the above rates are inclusive of statutory taxes as may be applicable

Certified that I agree to all the terms & conditions of the tender document

Signature of the Tenderer with seal

UNDERTAKING

1. I/We undertake that I/We have carefully studied all the terms and conditions and understood the parameters of the proposed order of the office of the Director, GIS & RS Directorate, Survey of India, Hyderabad, and shall abide by them.
2. I/We also undertake that I/We have understood technical specifications mentioned in the mentioned in the Tender No. Dated _____ and shall conduct the work strictly as per the clauses of the tender document
3. I/We further undertake that the information given in this tender are true and correct in all respect and we hold the responsibility for the same.
4. I/We also undertake that the spare/parts to be replaced/supplied will be in accordance with specifications given in Notice Inviting Tender and I/We shall be responsible for rejection / cancellation of contract if the replacement of parts/spares and the work are not found up to the mark or for civil/criminal proceedings if the materials replaced/supplied is found sub-standard.

Date:
Place:

Signature of the Tenderer with stamp of the firm

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

Subject: - Authorization for attending bid opening on ~~15-11-2017~~ in the tender for comprehensive AMC of NSDI, SOI server and its peripherals for WMS/WFS services at GIS & RS Directorate

Name:

Specimen Signature:

Signature of the Tenderer Or
Officer authorized to sign the bid
Documents on behalf of the Tenderer