CENTER FOR MODERNIZING GOVERMENT INITIATIVE
(CMGI), 1st Floor, A-2, Toshali Bhawan, Satya Nagar, Bhubaneswar

TENDER DOCUMENT

TENDER ENQUIRY NO. - CMGI/PCU/ AMC-SERV/2020/721/ **1123**, Dt: 24.07.2020

e-Tenders are invited from eligible agencies by Centre for Modernizing Government Initiative (CMGI)**,** for **" Providing AMC Service for HRMS Server installed at STPI, Bhubaneswar ".**

Period of Contract : The contract would be for three years from the date of issue of Work Order. Please note that Contract can be cancelled unilaterally by the customer, i.e., CMGI in case services are not received satisfactory within the contracted period.

REVISED TENDER SCHEDULE		
SL. No.	**Name of the Event**	**Date & Time**
1	Date of Issue of revised tender after Corrigendum	24.07.2020
2	Offline submission of EMD & Tender fee at CMGI, A-2, 1st floor, Toshali Bhawan, Satya Nagar, Bhubaneswar, Odisha	On or before 07.08.2020, 2.00 PM
3	Online Submission of Tender (Last Date & Time) through https://tendersodisha.gov.in	On or before, 07.08.2020, 3.00 PM
4	Opening of General Bid & Technical Bid	07.08.2020 at 3.30 PM
5	Opening of Commercial Bid	12.08.2020 at 03:30 PM

Definitions:

1. **"Bidder"** means a bidder who has responded to this Tender Document by submitting his Technical and Financial Proposal.
2. **"Contract"** means the contract signed between the CMGI, BHUBANESHWAR and the successful bidder pursuant to the tender document herein.
3. **"PBG"** means Performance Bank Guarantee.
4. **"Contract Price"** means the price to be paid to the Contractor for providing the total Solution, in accordance with the Contract.
5. **"Contractor"** means the Bidder whose bid to perform the Contract has been accepted by CMGI, BHUBANESHWAR and is named as such in the Letter of Award.
6. **"Government"** means the Government of Odisha.
7. **"Installation"** means the laying down and installation of the selected Solution in accordance with the Contract.
8. **"Service Engineer "** means persons hired by the Bidder as employees and assigned to render onsite warrantee support as and when required.
9. "Services" means the work to be performed by the Bidder including the AMC Support of related software/hardware, transportation, insurance, installation, customization, integration, Commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the AMC Services to be provided by the selected Bidder and as specified in the Contract.
10. **" Solution,"** means 24 hours AMC of all the systems subsystems, system software, materials, and other goods to be supplied, installed, implemented, integrated, and made operational, together with the Services to be carried out by the Contractor under the Contract. The services would include AMC Support services for **3 years.**

SECTION : I

1. Introduction:

Centre for Modernizing Government Initiative (CMGI) is a society under General Administration & Public Grievance (GA & PG) Department, Government of Odisha with an objective to ensure better public services to the citizens by improving the service delivery mechanism adopting a comprehensive four-pronged approach through the use of information technology, building an enabling policy framework for service delivery, re-engineering the government processes and enhancing capacity of the human resources to manage a smart and modern citizen centric government.

Broad reform strategy envisaged for Odisha is two pronged:

(i) To rationalize the role of the state to focus on the most critical goods and services which the private sector cannot or is not willing to provide; and

(ii) To enhance the effectiveness, transparency and accountability with which the Government performs this role.

2. Scope of Work :

CMGI is implementing HRMS software to provide comprehensive Human Resource management for the state.

The Software has been developed on a three tier platform and will have a centralized Architecture. The database and application servers will reside in Bhubaneswar. The users will connect over the internet through thin clients.

Currently, CMGI is inviting tenders to select suitable vendor for AMC of the Server and related equipments at STPI, Bhubaneswar.

SECTION II - TERMS OF REFERENCE

1. **OBJECTIVE:** There is requirement of "**Comprehensive AMC Services for 3 Years for the CMGI Servers Installed at STPI, Bhubaneswar " .**
2. **SCOPE OF WORK & RESPONSIBILITIES : AMC Service is sought from the eligible agency to undertake AMC Service of the following;**

Specifications

CMGI desires a full compliant services as per the Bill of Material specified in the RFP.

Network Architecture Diagram

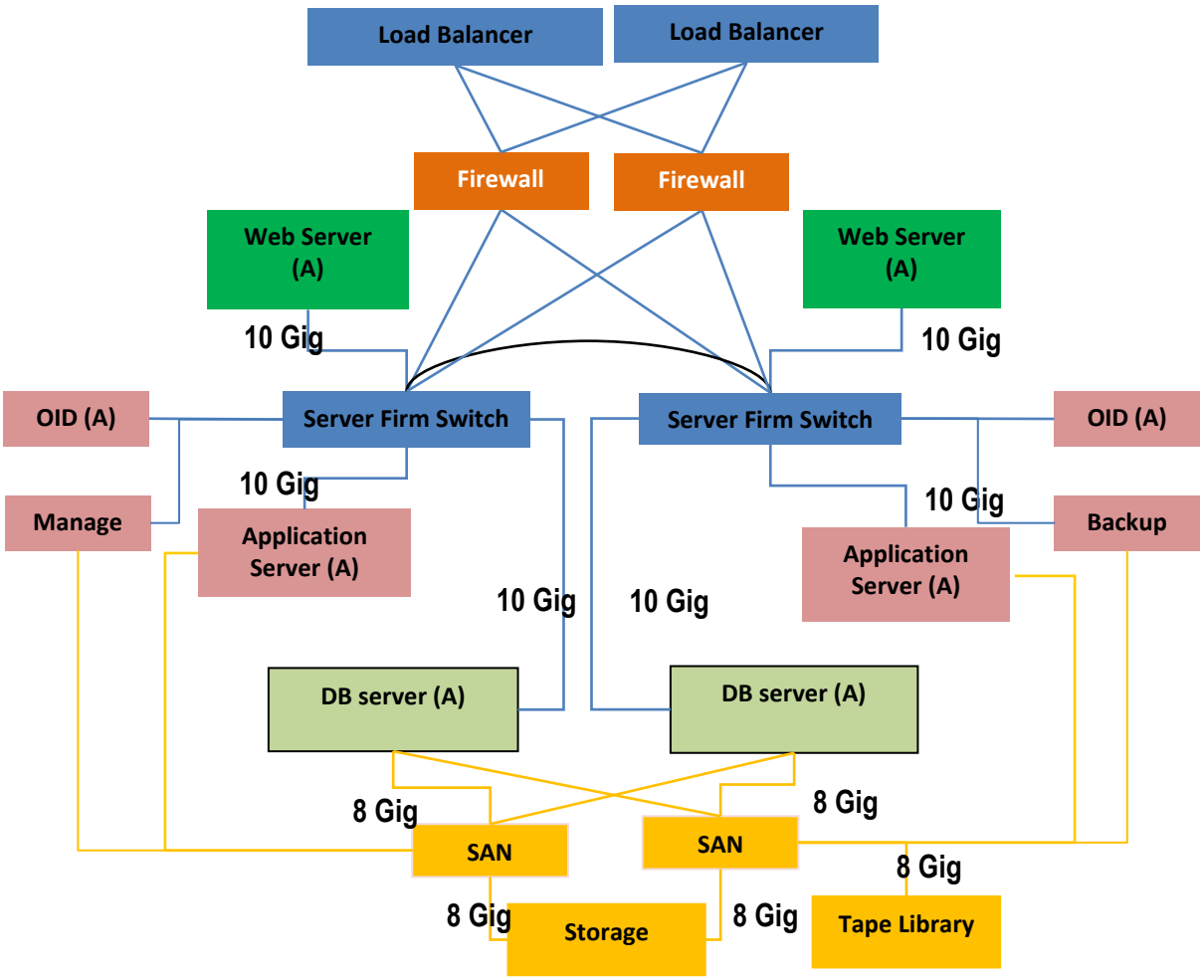

Fig 1.0

Bill of Materials

Sl.	Product Details	OEM	Model	Quantity
1	Firewall (Buy Back or AMC)	Cyberoam / Sophos	CR-2500ING-XP 10GBE Copper port Module 8X IGBE Copper port Module	2
2	Load balancer in active-active mode	Array	APV 2600T-S2 APP velocity- STPS Boost ADC(SLB,LLB)	2
3	Server Firm Switch for 10Gbps Connectivity	HP	HP 10504 48-port Gig T SE Module Switch	2
4	Web and Application Server	HP	HP DL580 Gen8 E7 HP 16GB 2Rx4 PC3 14900R-13 Kit 264GB RAM	4
5	Directory Server	HP	HP DL580 Gen8 E7 HP 16GB 2Rx4 PC3 14900R-13 Kit 264GB RAM	2
6	Database Server	HP	HP DL580 Gen8 E7 HP 16GB 2Rx4 PC3 14900R-13 Kit 793GB RAM	2
7	Backup and Management Server	HP	HP DL380 Gen8 E5 HP 16GB 2Rx4 PC3 14900R-13 Kit 128 GB RAM	2
8	Enterprise Linux Operating System	Redhat	• RHEL 4 Sckt Lic- 4 Nos • RHEL 2 Sckt Lic- 5 Nos • Renewal of subscription and support of all 9 RHEL OS Latest version	9
9	SAN Switch	HP	HP SN 600B	2
10	Storage	HP	HP 3PAR 7400	1
11	Tape Library	HP	HP MSL6480	1
12	Backup Software	Microfocus	HP Data Protector	1
13	Rack and Accessories	HP	HP 42U Intelligent Rack	2

Note: Only for item number 1(i.e Firewall) as above, the bidders have liberty to quote their prices for Buyback or AMC for 3 years, whereas other 12 items should be quoted only for AMC for 3 years. Finally, the L1 price derived from the sum total of all the items quoted will be considered as the criteria for selection of bidder.

- **TIMING & WORKING HOURS**

  Round the clock AMC Support shall be provided by the agency.

- **FACILITIES AND INPUTS TO BE PROVIDED BY CMGI**

  Facilities: working space for the service engineers of the agency shall be arranged by CMGI.

SECTION III
ELIGIBILITY CRITERIA

The Companies/ organizations / Agency/firms must fulfill the following minimum eligibility criteria to be eligible for submission of their tenders:

1) The Bidder should be a company; registered under the Indian Companies Act 1956 or Partnership firm registered under Indian Partnership Act and should be at least five years old (since 2015).
2) The Bidder should produce copy of Certificate of Registration towards evidence of operation of the Companies for last five years.
3) The bidder must have a local office at Bhubaneswar (Copy of Lease Agreement / Ownership to be submitted) (Along with Telephone/ Electricity bill in the name of the local office of the firm).
4) The Bidder should produce copy of PAN Card of the Companies organizations / Agency/firms.
5) The Bidder should have an average annual turnover of at least ₹15 Crores during the last three Financial Years (2016-17, 2017-18 and 2018-19).
6) The bidder should have updated GST registration Certificate.
7) The bidder should produce list (at least 3) of its competent service engineers along with their mobile nos.
8) The bidder should have executed at least 3 (three) similar work orders of providing AMC/Supply & Installation of Hardware/ Software related to Server / Data Centre Services to any government (central/state/PSU) organization during last 5(five) financial years (i.e. 2015-16 to 2019-2020).
9) The bidder should not have been blacklisted / debarred by any Govt. of India / State Govt. organization. A self-declaration certificate to that effect should be enclosed.
10) The bidder must quote item-wise products indicated in bill of materials otherwise the bid will not be considered. Whereas the bidder quoting lowest in the total price as per the BoQ will be given the order.
11) The bidder must obtain and submit tender specific authorization from the following OEMs for providing support services for the products.
    - HP for Server and Storage;
    - Cyberoam / Sophos for Firewall
    - Array for Load balancer

The bidder should submit original documentary proof in the general bid.

Section IV
Instructions and information for submission of Tenders

Eligible Agency/Firms are required to submit their tenders through Odisha Tenders Portal (https://tendersodisha.gov.in) on or before Dt. 07.08.2020 up to 3.00 PM only. No other method of submission of the tender shall be entertained.

Offline Submission (EMD & Tender Fee) :The tenderers are required to deposit (offline) an amount of Rs.6,00,000 (Rupees Six lakhs only) towards the Earnest Money Deposit (EMD) in the form of DD or Bank Guarantee and Tender Cost of ₹10000.00 (Rupees Ten thousand) + 18% VAT i.e.₹11,800.00 in the form of DD drawn from any nationalized bank in favour of the Executive Director, CMGI at the CMGI Office, A2, Toshali Bhawan, Satya Nagar, Bhubaneswar, which must be received on or before 07.08.2020, 2.00 PM by CMGI office, A-2, 1st Floor, Satya Nagar, Bhubaneswar, failing which their tender shall be treated as non responsive and liable for rejection. However, the MSEs will be exempted from deposit of EMD with the following conditions.

- Udyog Adhar Certificate shall not be accepted for exemption of EMD.
- The certificate has to be certified by GMDIC/ NSIC on specific services : In this case if the GMDIC/ NSIC certificate indicates on the services specified in this tender shall only be accepted.
- If the bidder has GMDIC/ NSIC certification pertaining to providing services (providing AMC/Supply & Installation of Hardware/ Software related to Server / Data Centre) to any government (central/state/PSU) organization, then it will be exempted from submission of EMD. MSE bidders shall have to provide proof in this regard.

The EMD of bidders not selected for issue of work order (s) will be returned with in one month of finalization of the work order. The selected vendor has to submit a performance bank guarantee of 10% of the work order value of the AMC Work. The EMD of the selected vendor will also be returned on submission of Performance Bank Guarantee (PBG) of 10% of the value of the work order. EMD of the successful bidder shall be returned after submission of the Performance Bank Guarantee.

Note: -

- The Database Software shouldn't be under-licensed. All the Licenses should be as per the requirement mention in the technical specification under category Blade Server.
- Prices shall be quoted inclusive of all taxes, duties, freight and forwarding and cost of labor for installation. Printed brochures of items quoted should be enclosed.
- In case of any discrepancy between Unit Price & Total Price for a particular item, the Unit Price of the said item shall Prevail.

Period of Validity of Tenders

For the Purpose of placing the order, the tenders shall remain valid for three years (36 Months) from the date of issue of the Work Order for AMC services of the Servers by the qualified vendor. The tender valid for a shorter period will be rejected by CMGI as being non-responsive.

FORMAT OF THE TENDER

The tender should be submitted in English and be set out in two main parts

- Part A – General and Technical Proposal
- Part B – Financial Proposal

PART-A
(GENERAL & TECHNICAL PROPOSAL)

The General & Technical Proposal should consist of the following documents and should be submitted only online through Odisha Tenders Portal (https://tendersodisha.gov.in) on or before Dt. 07.08.2020 up to 3.00 PM. However, the EMD and tender fee should be submitted offline and must be received on or before 07.08.2020, 2.00 PM by CMGI office, A-2, 1st Floor, Satya Nagar, Bhubaneswar, failing which their tender shall be treated as non-responsive. No offline tender document shall be accepted.

1) **EMD** of Rs. 6,00,000/- (Rupees Six Lakhs only) in the shape of DD/Bank Guarantee, drawn from any nationalized bank, favoring the **Executive Director, CMGI**, payable at Bhubaneswar.

2) **Cost of tender document** of ₹10,000.00 (Rupees Ten thousand) + 18% VAT i.e.₹11,800.00 in the shape of DD favoring the **Executive Director, CMGI**, payable at Bhubaneswar. (Offline Submission).

- **Please refer "Offline Submission (EMD & Tender Fee)" clause of Section IV (Instructions and information for submission of Tenders)**

3) The bidder must obtain and submit tender specific authorization from the following OEMs for providing support services for the products.
   - HP for Server and Storage;
   - Cyberoam / Sophos for Firewall
   - Array for Load balancer

   The bidder should submit documentary proof in the general bid. However, CMGI shall crosscheck the OEM certifications furnished by the vendor.
4) Detailed Information (Annexure: G-1)
5) Self-declaration of having unblemished past record and have not been declared blacklisted/debarred by any Central/State Government institution (Annexure: G-2)
6) Authorization Letter (Annexure: G-3)
7) Acceptance of terms & Conditions contained in the tender documents (Annexure: G-4)
8) Copy of the statutory audit report /Profit and Loss & Balance Sheets for the financial years (Last 3 financial years)-((Annexure - G-5)
9) Proof of Past Experience of executing at least 3 (three) similar work orders of providing AMC/Supply & Installation of Hardware/ Software related to Server / Data Centre Services to any government (central/state/PSU) organization during last 5(five) financial years (i.e. 2015-2016 to 2019-2020).
10) The Bidder may be a Partnership firm / Limited Company legally constituted for at least last Five Years, i.e., since 2015. (Copy of the proof to be submitted)
11) The bidder must have a local office at Bhubaneswar (Copy of Lease Agreement / Ownership to be submitted) (Along with Telephone/ electricity bill in the name of the local office of the firm).
12) The Bidder should produce copy of PAN Card of the Agency/Companies.
13) The bidder should produce copy of GST Registration.

PART B:

Commercial Proposal

Commercial Proposal submission from on the BoQ Format of Odisha Tenders Portal (https://tendersodisha.gov.in) **.** The Financial Bid should include the following services :

- Inclusive of spares replacement,
- Standby facility wherever required,
- Onsite Comprehensive AMC.

SECTION-III

GENERAL TERMS & CONDITIONS

1. **AMC Support**

All the items should have **3 years** on-site comprehensive support service covering all parts & labour from the date of issue of Work Order.

Security Matrix :

Nature of Complaint	Maximum Response Time	Maximum Resolution Time
Completely Down (Dead)	2 Hour	8 Hours
Partially Down (System Running)	4 Hours	24 Hours

2. **Payment Clause :** The due payment will be released in every quarter in 12 quarters (for 3 years) based on the certification of the authorized technical persons of CMGI.
3. **Penalty Clause:** In case of vendor failing above standards, a **standby arrangement should be provided** for serving the purpose till the machine is repaired. If the vendor fails to provide such an arrangement, penalty of 0.5% per day maximum upto 5% of the quarterly billing amount, will be deducted from the quarterly payment. If the bidder fails to resolve the issue within 10 days, the authority reserves the right to revoke the P.B.G.
4. **Termination of Contract** : In the event, the vendor is not able to rectify or replace the faulty equipments within reasonable time, the purchaser reserves the right to cancel the contract or under such conditions the decision of the Centre for Modernizing Government Initiative (CMGI), Bhubaneswar shall be final.
5. **Supervision of Services :**

The successful bidder shall depute experienced persons for maintenance of equipments supplied.

6. **CMGI's Procurement Rights**

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

i) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
ii) Change any of the scheduled dates stated in this tender.
iii) Reject proposals that fail to meet the tender requirements.
iv) Negotiate with the next best value bidder (L2) in case of failure to accept and execute the order by the selected bidder in order to serve the best interest of CMGI.
v) Make typographical correction or correct computational errors to proposals
vi) Request bidders to clarify their proposal.

7. **Inspections :** The representatives of CMGI shall have the right to make

inspection during the execution of work at the site.

8. **Other Instructions:**
   a. The bidder has to quote the entire range of products and services in their respective groups of the bill of materials.
   b. The bidder must organize the bid in accordance with the format specified in the tender document.
   c. The tenders not submitted in the prescribed format or incomplete or submitted after due date are liable to be rejected.
   d. CMGI is not responsible for non-receipt of EMDs & Tenders fees within the specified date and time due to any reason including postal delay or holidays.
   e. CMGI reserves the right to cancel the tender at any point of time without assigning any reason thereof.
   f. CMGI reserves the right to ask for any type of technical clarification and make technical presentation failing which is liable to rejection of the bid.
   g. CMGI reserves the right to drop any of the items and/or alter quantity of any of the item.
   h. Undertaking for subsequent submission of any of the document asked in the tender will not be entertained under any circumstances. However, CMGI reserves the right to seek fresh set of documents or seek clarifications on the already /submitted documents.
   i. Upon verification, evaluation / assessment, if in case any information furnished by the vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.
   j. No deviations from tender terms and conditions will be accepted. Any violation thereof will lead to the rejection of the bid.
   k. CMGI will not be responsible for any misinterpretation or wrong assumption by the vendor.

9. **Detailed Evaluation**
   i) Only the bids considered to be responsive shall be considered for detailed evaluation.
   ii) The evaluation of the tender will be made on the basis of least cost for the entire range of product (sum of all quoted prices inclusive of taxes). In case there is any discrepancy between unit price & total price, the unit price will prevail for a particular item.
   iii) In case of any discrepancy between figures and words, words will prevail.

10. **Right To Reject / Accept The Tender**

    CMGI reserves the right to reject the tender at any point of time without assigning any reason thereof.

11. **Arbitration**

CMGI and the Agency/Firm shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the work assigned. In case of their failure to resolve the matter will be referred to Executive Director, CMGI whose decision will be final and binding on both parties. The arbitration proceedings if any shall be held in Bhubaneswar.

12. **Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Bhubaneswar courts only.

Letter Head of the Company

Annexure: G-1

General Information

CompanyName			
Registered Office Address			
City		Pin	
State		URL	
Telephone		Cell	
Fax		Email	
Office Address in Bhubaneswar			
City		Pin	
State		URL	
Telephone		Cell	
Fax		E-mail	

List of Service Engineers & their Contact Numbers

Sl. No.	Name	Contact No.
1		
2		
3		

Letter Head of the Company

Annexure: G-2
Self Declaration

Date : _____

Ref : _____

To,
Centre For Modernizing Government Initiative (CMGI)
1st Floor, A2, Toshali Bhawan,
Satya Nagar, Bhubaneswar-751007

In response to the tender invitation No. **ENQUIRY NO. -** CMGI/PCU/ AMC-SERV/2020/721**/1045**, **Dt**: 03.07.2020 Ms. / Mr. _____, as a _____, I / We hereby declare that our company _____is having unblemished past record and have neither been declared blacklisted nor debarred by any Central/State Government institution and there has been no pending litigation with any government department on account of similar services. I/We further declare that our company has not defaulted in executing any Government order in the past.

Signature of witness
Date:
Place:

Signature of the Tenderer
Date:
Place:

Letter Head of the Company

Annexure: G-3

Representative authorization letter

Date : _____

Ref : _____

To,

Centre For Modernizing Government Initiative (CMGI)

1st Floor, A2, Toshali Bhawan,

Satya Nagar, Bhubaneswar-751007

Ms. /Mr. _____ is hereby authorised to sign relevant documents on behalf of the company in dealing with tender invitation reference No. CMGI/PCU/ AMC-SERV/2020/721**/1045**, **Dt**: 03.07.2020. He is also authorised to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorised Signatory

Representative's Signature :

Signature attested :

Letter Head of the Company

Annexure: G-4

Acceptance of terms & conditions contained in the tender documents

To

The Executive Director
Centre For Modernizing Government Initiative (CMGI)
1st Floor, A2, Toshali Bhawan,
Satya Nagar, Bhubaneswar-751007

Sir,

I have carefully gone through the terms & conditions contained in the tender document **ENQUIRY NO.** CMGI/PCU/ AMC-SERV/2020/721**/1045**, **Dt**: 03.07.2020 - regarding **" Providing AMC Services for HRMS Server "**

I declare that all the provisions of this Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of witness
Date:
Place:

Signature of the Tenderer
Date:
Place:

FORMAT G 5

(To be furnished in the General & Technical Proposal)

Average annual turnover during the last 3 financial years

Sl. No	Financial Year	Annual Turnover (Rs.)
1	2016-17	
2	2017-18	
3	2018-19	
	Average Annual turnover for the financial years	

Note: Please furnish the photocopies of the statutory audit reports / Annual reports for the last three financial years along with auditors certified copy towards turnover statement in support of the figures mentioned above.

Authorized Signatory [In full and initials]:----------
Name and Title of Signatory:----------.
Name of firm :----------
Address:----------