



GOVERNMENT OF INDIA
PETROLEUM AND EXPLOSIVES SAFETY ORGANISATION
(Formerly Department of Explosives)
A-Block, 5TH FLOOR, CGO COMPLEX, SEMINARY HILLS, NAGPUR-440006
MAHARASHTRA

TENDER FORM

FOR

**COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR**

RACK SERVERS and its Components

(at HQ, Nagpur)

No. D-21013/AMC-COMP/2017-18/EXP (2)

Price: Rs.100/-

NOTICE INVITING TENDER

Online tenders in two part system are invited on the website of Central Public Procurement Portal i.e. <http://eprocure.gov.in/eprocure/app> (CPP Portal), for Comprehensive Annual Maintenance of Rack Servers, SAN & its Components at PESO Head Office, Nagpur from ISO certified vendors and having Digital Signature Certificate (DSC) issued by any agency authorized by Controller of Certifying Authority (CCA), Govt. of India.

Important dates		
Sr No	Particulars	Date and time
1	Document Download Start Date	At 2 PM on 18-Jan-2017
2	Seek Clarification Start Date	At 9.30 AM on 19-Jan-2017
3	Pre-bid Meeting	At 3 PM on 27-Jan-2017
4	Seek Clarification End Date	Up to 1.30 PM on 30-Jan-2017
5	Bid Submission Start Date	At 3 PM on 31-Jan-2017
6	Bid Submission Closing Date	Up to 6 PM on 09-Feb-2017
7	Bid Opening Date	At 3.00 PM on 10-Feb-2017

*Please note that online submission of the tender will be through Central Public Procurement Portal (CPP Portal) i.e. www.eprocure.gov.in only. **Manual/Offline bids will not be accepted.***

Tenders without Tender Fee & EMD shall be rejected. Firms registered with DGS&D/NSIC/MSME (for the subject services) are exempted from payment of EMD and tender fee.

Note: - Any updates, Corrigendum, etc. against the above tender shall be published on this organisation website peso.gov.in and the CPP Portal only. Those shall not be published in any other newspaper or media.

Chief Controller of Explosives

TENDER FORM

Tenders should be submitted in TWO COVER SYSTEM as detailed below.

COVER -1	Tender Fee & EMD	(i) Tender Fee as per Clause No. A(1) below OR Copy of valid certificate as per Clause No. A (4) below.
		(ii) Earnest Money Deposit (EMD) as per Clause No. A(1) below OR Copy of valid certificate as per Clause No. A (4) below.
	Technical Bid	(i) All required documents as per TECHNICAL BID DOCUMENTS section below to be submitted in PDF format*
		(ii) Acceptance letter to the Scope of Work and all Terms & Conditions mentioned in the Tender Form in a prescribed format as given below and also in <i>Other Important Documents</i> section on the CPP Portal *
COVER - 2	Financial Bid	Online Price Bid /BoQ to be uploaded on CPP Portal in .xls format only*

* all the above documents are required to be signed digitally using a valid DSC.

Definitions:-

1. **PESO:** The Office of the Chief Controller of Explosives, Petroleum and Explosives Safety Organisation (PESO), "A" Block, 5th Floor, CGO Complex, Seminary Hills, Nagpur- 440006, Maharashtra Phone- 0712-2510248, 2512096; Fax: 2510577
2. **Service Provider:** The successful (L-1) bidder to whom this Tender/Contract will be awarded.
3. **CPP Portal:-** Central Public Procurement Portal of Government of India whose URL is <https://eprocure.gov.in/cppp/>
4. **SAN:-** Storage Area Network
5. **Rack Server System:-** Rack Servers, and its Components under this contract and a few other items not covered under this contract installed in 4-racks at PESO's Data Centre.
6. **Response time:** Response time is the time taken by the Service Provider to attend the call after the logging/registration of the call.
7. **Resolution time:** Resolution time is the time taken by the Service provider to resolve the issue / repair/replace and put back the malfunctioning part in service. Resolution time will be calculated from the Call Registration Datetime stamp.

(A) COVER-1: TENDER FEE AND EMD

1. Tender Fee (Non-refundable) of Rs.100/- & EMD of Rs.6000/- should be submitted offline in physical form of Demand Draft of any Nationalized/Scheduled Banks, drawn in favour of **Chief Controller of Explosives** payable at **Nagpur**. These should reach this office on or before 6 PM on 09-Feb-2017 by Post/Courier/by-hand in a sealed envelope clearly super-scribing on it "**TENDER FEE & EMD against e-tender no D-21013/AMC-COMP/2017-18/EXP (2) due for opening on 10-Feb-2017**". This Organisation will not be responsible for any postal/transit delay.
2. Scanned copies of Demand drafts pertaining to Tender Fee & EMD as above should be uploaded on the CPP Portal along with covering note.
3. Tender fee & EMD, as above, should be submitted in *separate* Demand Drafts.

4. Firms registered with the Central Purchase Organisation (DGS&D), National Small Industries Corporation (NSIC) or the concerned Ministry or Department are exempted from payment of EMD and Tender fee. For availing this exemption, firm should upload digitally signed PDF copy of valid DGS&D / NSIC / Ministry certificate on the CPP Portal.

(B) COVER-1: TECHNICAL BID DOCUMENTS

Bidder is required to fulfill all the below criterion with documentary evidence. Digitally signed PDF document in support of each item in table below should be uploaded on the CPP Portal. **If any of the below criterion is not supported with documentary evidence, that shall make the bidder disqualified in Technical Bid and in such case its Financial/Price Bid will not be opened.**

Sr no	Particulars
1	<p><u>Name of the Company/Firm & Address:-</u></p> <p>Legal Company/firm name, Complete Postal Address, Phone number, Fax number , Email address and an Authorised Person's details (Name, mobile no. , email ID) should be uploaded on a company letter head.</p>
2	<p><u>Tender Form Fee & EMD:-</u></p> <p>Upload scanned copies of DDs that you have sent by post/courier/by-hand to PESO along with cover letter.</p> <p align="center">OR</p> <p>Upload documentary proof towards exemption of Tender Form Fee and EMD.</p>
3	<p><u>Registration Certificate:-</u></p> <p>Any of the following should be uploaded.</p> <ol style="list-style-type: none"> 1. Certificate of Incorporation, Memorandum and Article of Association from Registrar of Companies, in case of Limited / Private Limited Company Or 2. Byelaws and Certificates of Registration in case of registered Co-operative Societies Or 3. Copy of Certificate of Registration issued by the Registrar of Firms/Limited Liability Partnerships and Registered/Notarial Partnership Deed, in case of Partnership Firm.
4	<p><u>Experience / Order Copies:-</u></p> <p>The bidder should have been carrying out Maintenance of Rack Servers and their components of similar configurations or providing warranty services for the same. Upload the Work Order/Award of Contract copies from at least 2 customers along with Names, addresses and telephone numbers of the firms awarding such contracts.</p>
5	<p><u>Turnover:-</u></p> <p>The bidder's turnover within India should at least be Rs. 100 Crores, during the financial year 2014-2015 & 2015-2016. Upload turnover certificate issued by the Chartered Accountant (CA)</p>

	or upload audited balance sheet for last 2 years certified by CA.
6	<u>ISO Certificate:-</u> The bidder should be holding ISO 9001 certification for the service of maintenance of Servers, other Computer Hardware and allied services. Upload documentary proof.
7	<u>Feedback Certificates:-</u> Bidder shall upload Feedback Certificates from at least 3 customers for similar contracts. Adverse comments in Feedback Certificate will be treated as disqualification. Firms whose contract for maintenance of Computer Hardware and WAN has been terminated by PESO during last 7 years are not qualified to apply.
8	<u>CST/LST/VAT registration:-</u> CST/LST/VAT registration certificates shall be uploaded.
9	<u>PAN details:-</u> Copy of the PAN Card shall be uploaded.
10	<u>Bank Account Detail:-</u> Complete Bank Account Details for making electronic payment by RTGS/NEFT like Bank account number, address, IFSC/MICR code of the bank. PESO will make payment electronically in this bank account.
11	<u>Acceptance letter:-</u> Acceptance Letter To All Terms & Conditions of this Tender Form should be uploaded in the prescribed proforma given below under section (C) of COVER-1 on company letter head.

(C) COVER-1: Acceptance Letter To All Terms & Conditions of this Tender Form

To be given on Company LetterHead

Date:-

To,

The Chief Controller of Explosives
Petroleum & Explosives Safety Organisation (PESO)
A-Block, 5th floor, CGO Complex, Seminary Hills,
Nagpur-440006

Sub: Acceptance to all the Terms & Conditions of the tender no. D-21013/AMC-COMP/2017-18/EXP (2) dated 18-Jan-2017.

Name of Tender/Work :- COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF Rack Servers and

Components.

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender from the web site _____ as per your advertisement.
2. I/We hereby certify that I/We have read entire terms and conditions of the tender documents including all documents annexed to the Tender.
3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting the acceptance letter.
4. I/We hereby unconditionally accept all the tender conditions of above mentioned tender document (s)/corrigendum (s) in its totality/entirely.
5. I/We hereby vouch for authenticity and genuineness of all the documents uploaded by us on the Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) in order to participate in subject Tender.
6. In case any terms of the tender are found violated, PESO shall be at liberty to reject this tender/bid including the forfeiture of the full Earnest Money Deposit.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

(D) COVER-1: SCOPE OF WORK AND TENDER TERMS

(a) Scope of Work:

1. **Type of Contract:** Yearly contract of Comprehensive Annual Maintenance of Rack Servers & its Components at PESO Head Office, Nagpur for the period **from 01-Apr-2017 to 31-Mar-2018**.
2. **Configurations / Items under this AMC Contract:**

S.N.	Name of item	Qty.
1	Rack Servers- HCL INFINITY GLOBAL LINE 2700HC INTEL 5520 2* XEON X5650, 2.66G, 12M, 6.4G,T2 RACER 2U EATX (0*5.25, 8*3.5) 16 GB RAM REG DDR3 DIMM ECC 1333M D4 146 GB SAS 3.5" 15k RPM 8X SLIM DVD WRITER PCI-EX1 10/1000 DUAL LAN PCI-EX8, LSI8708, 8P, 256M, BBU INTEL REMOTE MGMT MODULE WIN 2K8 SERVER X64BIT	3

2	<p>Rack Servers- HCL INFINITY GLOBAL LINE 2700HC</p> <p>MBD HANLANCREEKS5520 XEON-NH DDR3 SATA 2* XEON X5650 , 2.66G, 12M, 6.4G,T2A 2HEXIVHB 32 GB RAM DDR3 REG ECC 1333 DUAL 5*300 GB SAS 15K RPM 16MB BUFFER 3.5HDD 8X SLIM SATA DVD WRITER FOR SER W/BEZEL KIT FOR RMM3 CARD + RACER2 CABINET RAID SAS LSI8708EM2 8P PEx8 300 HH 256M IBBU LI-ION LSI8708EM2 SAS RAID CARDS</p>	4
3	<p>Rack Server Components</p> <p>2 Nos. of Cisco MDS 9124 Multilayer Fabric Switch (24-port DS-C9124-K9) 8 Nos. of QLOGIC 4 GBPS SING PORT PCI-EXP HBAs 32 Nos. of Cisco Class-1 DS-SFP-FC4G-SW Fiber modules</p>	-
4	<p>HP Proliant DL580 G7 Servers</p> <p>HP DL580R07 (E7) CTO CHASSIS HP E7-4820 DL580 G7 2P FIO KIT 1 HP E7-4820 DL580 G7 KIT 2 HP 8GB 2RX4 PC3-10600R-9 KIT 16 HP SLIM 12.7MM SATA DVD OPTICAL KIT HP 300GB 6G SAS 10K 2.5in DP ENT HDD X 5 HP 256MB P-Series Cache Upgrade 1 HP 650 mAh P-Series Battery 1 HP 2.0m 10A C13 IN Power cord 4 HP NC360T PCIe Dp Gigabit Server Adapter 1 HP 82E 8Gb Dual port PCI-e FC HBA 1 HP 1200W CS Slvr Ht plg pwr supply kit 4 HP PL Foundation Pk Single Rel F10 SW 1 HP 5m Multimode OM3 LC/LC FC cable 2 HP TFT7600 KVM Console Intl Kit HP 0x2x8 KVM Svr Cnsl G2 SW 1 HP CAT5 KVM USB 1 Pack Interface Adapter 8 HP IP CAT5 Qty-8 6Ft/2m Cable 1</p>	2
5	<p>HP Proliant DL180 G6 Servers</p> <p>HP DL180 G6 SFF CTO Chassis 1 HP X5650 DL180 G6 FIO Kit 1 HP 8GB 2Rx4 PC3-10600R-9 KIT 6 HP 2U 8SFF CAGE G6 FIO BACKPLANE 1 HP 300GB 6G SAS 10K 2.5 in DP ENT HDD X 5 HP SLIM 12.7mm SATA DVD Optical kit 1 HP P410/ZM FIO Smart Array Controller 1 HP 2.0m 10A C13 IN Power cord 2 HP NC360T PCIe Dp Gigabit Server Adapter 1 HP 750W CS GOLD Ht Plg Pwr Supply kit 2 HP Mini SAS to Mini SAS 28in cable assy 1 HP dedicated Mgmt port kit 1 HP L0100i Adv E-LTU HP P410 w/1 G Flash 5</p>	5

3. Tender Terms:

A- For Tenders

- Cost of Tender document/Form once paid is non-refundable.
- The Chief Controller of Explosives (HOD) reserves the rights in accepting or rejecting any tender without assigning any reason whatsoever.
- In the event of any dispute with the decision of Tender Committee, the decision of the Chief Controller of Explosives (HOD) will be final.

B- For AMC

The Chief controller of Explosives, Nagpur proposes to award Comprehensive Annual Maintenance of Rack Servers & its Components at PESO Head Office, Nagpur. **The period for the Annual Maintenance Contract will be from 01/04/2017 to 31/03/2018.**

In case of acceptance of its offer, a detailed MoU will have to be signed by the successful L-1 bidder (“*Service provider*”) with PESO, Nagpur. Any terms or conditions which may not be clear for a bidder in this Tender Form may be unambiguously mentioned in the MoU.

C- Validity:

The price quoted must be firm during the tenure of the contract and offer must remain open for acceptance minimum up to 120 days from the date of opening of the tender. Offer with a validity of less than 120 days will be liable for rejection without any further reference.

D- Late/Offline Receipt of the Offers:

Late/delayed/Offline or Physically submitted tenders will not be accepted.

E- Performance Security Deposit:-

Successful L-1 bidder will also be required to submit a Performance Security Deposit of an amount of 7.5% of the Contract value (price quoted by L-1 bidder) to ensure performance during the contract period. An EMD amount of Rs.6000/- will be returned on receipt of this Performance Security Deposit.

Performance Security may be furnished in the form of an Account payee Demand Draft, drawn on any Nationalized/Scheduled bank in favour of “Chief Controller of Explosives” payable at Nagpur or a Bank Guarantee from a Commercial bank. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the bidder.

F- Payment Terms:

No advance payment will be made. The payment will be released quarterly at the end of each quarter thereby making payments due on 1st July, 1st October, 1st January and 1st April. *Service provider* will submit quarterly bill along with the downtime statement within one week of completion of the quarter. Penalties, if any, will be deducted from quarterly bills.

G- Call Registration And Completion:

All the maintenance calls will be logged using the call center/any other arrangement existing with the *Service provider*. *Service provider* will acknowledge each call with a unique Call no. which is to be used for reference in future. This will be used to workout downtime for penalty calculation. PESO’s letters, Emails or

Service provider's call reports with PESO official's signature or other call-logging documents may also be used to calculate downtime penalty.

H- Revision Of Maintenance:

Changes or enhancement in systems features may necessitate revision of the specified minimum maintenance charges and shall be covered by an addendum to this contract.

I- General Conditions:

- i. Up keeping of all the Rack Server and all the Components of the Rack Server System 24x7.
- ii. In case the malfunctioning item under AMC cannot be repaired or replaced by the Service Provider due to physical damage caused by PESO user to the subject item or Acts of God, the Service Provider shall submit quotation for repair or replacement of such item at prevailing market price, which shall be paid by PESO if deemed fit.
- iii. Attending to software/hardware issues for any related items under warranty also, so that near 100% uptime of Rack Server System is achieved.
- iv. Preventive Maintenance of Rack Server System, which should include checking electrical parameters for 24x7 running of Rack Server System.
- v. Rack Server System requires 100% availability. It has Windows Server 2008 R2 and MS-SQL Server 2008 R2 Clustering architecture. Hence engineers attending to it will require knowledge of this software domain as well. It will be the responsibility of Service Provider to repair/replace and put back in service any malfunctioned component of it, be it a trivial cable or any high end component of a Rack Server System. Back lining support of the OEM (HCL Infosystems Ltd/ HP) for the Rack Servers and Storage System should be taken by the bidder for this Central System of PESO.
- vi. Engineer attending to support calls should have sufficient and requisite knowledge of maintenance and troubleshooting in Windows/Cisco LAN/WAN environment.
- vii. The part/components/sub-assemblies used for repair/replacement by the Service Provider shall be of the same/equivalent or higher make and having functional capacity as available originally in the system.
- viii. All the repairs and servicing of the equipments shall be carried out on site at the place where it is located.
- ix. No component(s) / equipment(s) shall be removed from their respective place(s) / from the Office premises without informing the authorized officials of the PESO. A written consent letter from the PESO is necessary for moving out of any parts, for which the Service Engineer shall also maintain a log book showing the movement of any component(s)/equipment(s) for repair at their service centre.
- x. In exceptional circumstances where the equipment is to be taken to the *Service provider's* premises/service center for repairs, the stand-by arrangement from the Service Provider shall be provided. The equipment taken to the *Service provider's* premises would be at *Service provider's* own risk and expense.
- xi. Any damage or loss caused to the equipments or components or their parts due to negligence, mis-handling shall be repaired/replaced by the *Service provider*, at their cost.
- xii. The *Service provider* should make a schedule to carry out Preventive Maintenance tasks that should include checking for electrical parameters, UPS power supply etc.
- xiii. In the event, the *Service provider Firm* is taken over/bought over by another Firm/Company, all the obligations under the agreement with PESO, should be passed on for compliance to the new Firm in the negotiation for their transfer.
- xiv. The *Service provider* shall be responsible for taking Data back up before attending the fault and shall also be responsible for restoring the same.
- xv. If any item under the AMC is malfunctioned/stopped working, it will be the responsibility of the *Service Provider* to repair and restore or replace it. All the causes for item's malfunctioning are covered under AMC except physical damages caused by User and the Acts of God.

- xvi. National Informatics Centre (NIC), Nagpur is the Software Project implementation agency of PESO. Therefore Service Provider will have to work in close consultation with NIC.

(d) Penalty clause:

1. **Response Time:- 2 Hours**
2. **Resolution Time:- 24 Hours**
3. If the item under AMC cannot be repaired and put back in service within 24 hours, Service Provider is required to provide a stand-by, functionally equivalent item for PESO's use to avoid the penalties as below. After 45 days of stand-by items use or in case an item is beyond repair, permanent replacement with functionally equivalent or higher configuration items shall be provided.
4. Beyond 24 hours from the Call Registration time, Service Provider will have to pay penalty of Rs.200/- per hour. (Rupees Two Hundred per hour)
5. ***Measures beyond penalty:***
 - a) If any vital component of Rack Servers System under this contract cannot be repaired or replaced by Service provider and thereby hinders this office's functionality, this office can hire the services of third-party to repair/replace the same and the cost of such repair/replacement will then have to be borne by the Service provider.
 - b) The upper cap of any type of deduction like penalty shall be 25% of the Contract value. PESO may terminate the Contract at its discretion Or a bidder may also withdraw from the Contract in the event of Penalty or non-Performance amount reaching 25% of the Contract value during the contract period by giving written information to PESO at least 45 days in advance.

Financial Bid (BoQ document)

Financial or a Price bid is to be uploaded in an Excel (.xls) file format as provided with this Tender form on the CPP Portal.