

## NOTICE INVITING TENDER (NIT)

**Tender Enquiry No. NCS/05072/ISGN/HARDWARE/2017**

**Dated: 15.01.2018**

1. Director, National Centre for Seismology, Ministry of Earth Sciences (MoES), Government of India, on behalf of president of India invites ONLINE tenders in two bid systems i.e. (i) Technical bid, and (ii) Price bid from eligible and qualified Bidders for **Comprehensive Annual Maintenance Contract (CAMC) of Computer Systems installed under Indian Seismic and GPS Network at National Center for Seismology (NCS), New Delhi and Indian National Centre for Ocean Information Services (INCOIS), Hyderabad for a period of 3 years.**
2. **Name of Services:** Comprehensive Annual Maintenance Contract (CAMC) of Computer Systems installed under Indian Seismic and GPS Network at National Center for Seismology (NCS), New Delhi and Indian National Centre for Ocean Information Services (INCOIS), Hyderabad.
3. **Specification and quantity:** As per RFP
4. **Tender schedule** is as follows:

<b>Date of publication &amp; availability of Tender</b>	15.01.2018 e-Procurement site: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> IMD website: <a href="http://www.imd.gov.in/pages/tenders.php">http://www.imd.gov.in/pages/tenders.php</a> MoES website: <a href="http://moes.gov.in/manage-tender-module-admin">http://moes.gov.in/manage-tender-module-admin</a> INCOIS website: <a href="http://www.incois.gov.in/portal/other_tenders.jsp">http://www.incois.gov.in/portal/other_tenders.jsp</a>
<b>Seek clarification start date:</b>	15.01.2018
<b>Seek Clarification end date:</b>	29.01.2018 till 6:00 PM
<b>Pre-bid Meeting (Date &amp; Venue):</b>	31.01.2018 at 1100 Hrs at NCS, EREC Conference Hall, Mausam Bhawan Complex, Lodi Road, New Delhi-110 003
<b>Issue of Addendum /Corrigendum, if any:</b>	Shall be informed in the pre-bid meeting
<b>Bid submission start date:</b>	02.02.2018 at 10:00 AM onwards
<b>Bid submission end date:</b>	19.02.2018 upto 15:00 Hrs
<b>Opening of Tender Bids ( EMD, Eligibility &amp; Technical):</b>	20.02.2018 at 15:30 Hrs
<b>Place of Tender Opening:</b>	Room No. 303, III Floor, SatMet Building, Mausam Bhawan Complex, Lodi road, New Delhi-03.
<b>Bid Validity period:</b>	180 days from the date of opening of tender

**NATIONAL CENTER FOR SEISMOLOGY (NCS)  
MINISTRY OF EARTH SCIENCES (MOES)  
GOVERNMENT OF INDIA (GOI)**

**Request for Proposal (RFP)  
for**

---

**Comprehensive Annual Maintenance Contract (CAMC)  
of  
Computer Systems installed under Indian Seismic and  
GPS Network  
at  
National Center for Seismology (NCS), New Delhi  
and  
Indian National Centre for Ocean Information Services  
(INCOIS), Hyderabad**

**Jan' 2018**

## **SECTION – I**

### **GENERAL INSTRUCTIONS TO BIDDERS**

#### **1. Introduction:**

- 1.1. The Purchaser has issued this Tender Enquiry (TE) document for offering the required Maintenance Services as detailed in “Request for Proposal (RFP)” for comprehensive annual maintenance of Servers and various Computer Systems of Data Centres of Indian Seismic and GNSS Network (ISGN) operating at NCS, New Delhi and INCOIS, Hyderabad. This section “General Instructions to Bidders” (GIB) provides the relevant information as well as instructions to assist the prospective Bidders in preparation and submission of tenders.
- 1.2. Bidder shall have to agree/accept all the terms and conditions of Tender document including payment terms etc. Acceptance shall be unconditional and Bidders shall have no claim and right in future on their terms, if any.
- 1.3. Whenever there is any conflict between the provision in the “General Instructions to Bidders” with regard to specific item/para/clause under this section and that in the “RFP” given in Section-2, the provision contained in the RFP shall have an over-riding effect and be treated as final. Any special instructions as per “RFP” section will also apply for this maintenance service. The conditions (like qualification criteria, maintenance services, penalty charges, etc.) mentioned in “RFP” will also apply for the Bidder and Purchaser.

#### **2. Language of Tender:**

- 2.1. The tender submitted by the Bidder and all subsequent correspondence and documents relating to the tender exchanged between the Bidder and the purchaser shall be written in English.

#### **3. Tender Validity:**

- 3.1. The tender shall remain valid for acceptance for a period of 180 days (one hundred eighty days) after the date of tender opening prescribed in the TE document.
- 3.2. Purchaser’s Right to accept any tender and to reject any or all tenders.
- 3.3. The Purchaser reserves the right to accept in part or in full any tender or reject any tender without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected Bidder or Bidders.

#### **4. Tender Fees:**

4.1. No tender fee is to be submitted by the bidders.

#### **5. Tendering Expenses:**

5.1. The Bidder shall bear all the costs and expenditure incurred and/or to be incurred by them in preparation, and uploading their tender including attending the pre-bid conference and/ or arranging demonstration of Services or Presentations before the Committee that may be deemed necessary by the Purchaser.

#### **6. Price Preferences:**

6.1. Price preference shall be given to Micro and Small Industries registered for stores and services specified in this tender document with National Small Industries Corporation or any other Government Agencies as per the latest guidelines/orders from Government of India. Purchase preference and quantity etc. shall be decided as per the Government of India orders. The Bidders shall have to attach valid Registration Certificate. Micro and Small Enterprises are exempted from submission of Earnest Money Deposit (EMD) also known as security deposit. However Micro and Small Enterprises are not exempted for Performance Security. Micro and Small Enterprises shall have to furnish Performance Security, if the maintenance service order is placed to them, and also there is no relaxation in this regard.

#### **7. Pre-Bid Meeting:**

7.1. Pre-bid conference shall be held as per NIT (Notice Inviting Tender) schedule so as to provide an opportunity to the participating Bidders to interact with NCS with regard to various tender provisions/clauses, before the bids are submitted. Bidders should depute their authorised representative for pre-bid meeting. In case, due to the points/doubts raised by the prospective Bidders, needs to be modified, and then the same will be considered for modification. After pre-bid conference, tender conditions will be frozen. No change will be permissible after pre-bid meeting. Clarification needed, if any, may be sent before commencement of pre-bid meeting. No reply in this regard shall be sent to individual Bidders. Pre-Bid minutes shall be uploaded on e-Procurement portal (<https://eprocure.gov.in/eprocure/app>), MoES website (<http://moes.gov.in/manage-tender-module-admin>), IMD website (<http://www.imd.gov.in/pages/tenders.php>) and INCOIS website (<http://www.incois.gov.in/portal/tenders>).

- 7.2. NCS shall hold a pre bid meeting with prospective Bidders at **11:00 AM on 31.01.2018** in the NCS Conference Hall, Annexe Building, Near Sat Met Building, Mausam Bhawan Complex, Lodi Road, New Delhi-03. Queries received in writing, from the Bidders, prior to the pre-bid meeting shall be addressed. The queries can be sent to NCS through email at g.suresh@imd.gov.in and/ or faxed on 91-11-24619943.
- 7.3. Conditional/Part tenders shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained on or before pre-bid meeting. No correspondence will be entertained after pre-bid meeting.
- 7.4. **Regular visit of website:** Prospective Bidders are advised to see e-Procurement portal (<https://eprocure.gov.in/eprocure/app>), MoES website (<http://moes.gov.in/manage-tender-module-admin>), IMD website (<http://www.imd.gov.in/pages/tenders.php>) and INCOIS website (<http://www.incois.gov.in/portal/tenders>) on regular basis for any change in NIT schedule, amendment / corrigendum in Tender Document including technical requirement and pre-bid minutes etc.

## **8. Bidder's Eligibility Criteria:**

- 8.1. **Qualification/Experience:** The Bidder should have expertise and "hands-on" experience in India in the field of Hardware and system software, including Server and Network design at data centre involving comprehensive maintenance of Hardware component and system software etc.
- 8.2. The Bidder MUST have earlier carried out CAMC of computer systems relating to servers, switches, load balance units, SAN switches, tape library, firewall etc, on an AVERAGE of at least TWO years for GOVERNMENT ORGANISATION in the recent past FIVE years (from the date of publication of tender). The document should clearly indicate major components of hardware and system software for which the service has been provided, including period of maintenance. Requisite document to support this claim from the existing and past USERS should be submitted.
- 8.3. The average annual turnover of the Bidder for the last two consecutive years should be a minimum of Rs.50 lakhs (Rupees Fifty lakhs). The Balance sheet, Profit and Loss Statement copies of the last two years duly certified by auditors are to be attached.
- 8.4. a. The Bidder (Service Provider) should have back-to-back support agreement with OEM M/s Hitachi, M/s Dell, M/s RADWARE and M/s CISCO for this contract. In this connection, letters from the respective OEM firms, namely, M/s Hitachi, M/s Dell, M/s. RADWARE and M/s CISCO are also to be furnished separately as per **Annexure-3** along with the tender document,

ensuring the availability of service support for the entire period of the contract. The issue date of the letter from the OEM should be after the date of publishing of the present tender enquiry in e-Procurement Portal.

b. In case, if OEM has already declared or about to declare EOS (End of Support/Service) for the listed Bill of Materials (**Annexure-7 and Annexure-8**), the Bidder should give a declaration on the firm letter-head that their firm is technically capable to maintain such equipment and the system software at NCS and INCOIS for the entire contract period as per the requirements of this contract. In such case, the Bidder should produce a letter from the concerned OEM for end-of-support of such items.

- 8.5. The Bidder must provide the details on technical manpower. The Bidder should indicate their business model for providing the service. NCS reserves the right to verify the coverage of tech-support base as indicated by Bidder. In case of false or un-true claims found for any Bidder, such Bidder could be accordingly disqualified from further evaluation & processing of their bids for this tender. In this regard, no further communication with the Bidder shall be entertained.
- 8.6. The registration number, GST and PAN numbers of the firm should be submitted, failing which Bidder's bid-offer would become invalid & same shall be rejected.
- 8.7. A self-certificate stating that the Bidder is not presently blacklisted and hasn't been black listed by any institution of the Central/State Government in the past three years should be submitted as given in **Annexure-2**.
- 8.8. The Bidder is requested to furnish documents to establish their eligibility for each of the above clauses. Relevant portions, in the documents submitted in pursuance of eligibility criteria mentioned above, should be highlighted. If tender were not accompanied by all the above documents mentioned, the same would not be considered for further evaluation. Undertaking for subsequent submission of any of the above document will not be entertained. However, NCS reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents. All documents should be submitted electronically in PDF format. Upon verification, evaluation / assessment, if in case any information furnished by the Bidder is found to be false / incorrect, their bid shall be summarily rejected and no correspondence on the same shall be entertained.
- 8.9. THE BID SUBMITTED BY ANY BIDDER NOT FULFILLING THE ELIGIBILITY CONDITIONS / CRITERIA DETAILED ABOVE, WILL NOT BE CONSIDERED.

## 9. Bid Submission:

- 9.1. The Bidder has to quote for all items mentioned in Scope of the Services, as per Price-bid format given in **Annexure-9**.
- 9.2. No deviations in terms & conditions of the tender document will be accepted in any case.
- 9.3. Uploading of bids on e-Procurement portal is essential requirement. Bids not submitted through e-Procurement portal will not be considered for tender evaluation. The bids submitted by fax/ E-mail / manually etc. shall not be considered. No correspondence will be entertained in this matter.
- 9.4. All the documents attached to the tender for considering offer are supposed to be complete in all respects. Therefore, it is important that all tender documents (scanned copies in PDF format) are duly filled in, duly signed and stamped, in all respects before uploading.
- 9.5. All pages of the bid documents should be signed by the authorized signatory of the Bidder with company seal. Also, each page of the bid documents must be sequentially numbered by the Bidder.
- 9.6. NCS will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the online bids.
- 9.7. Without EMD, unless exempted, bid will be treated as cancelled.
- 9.8. Part-I (Technical Bid) and Part-II (Financial Bid) should be uploaded in the prescribed format in the e-Procurement portal. Original Fixed Deposit Receipt (FDR) or Performance Bank Guarantee (PBG) towards EMD in one cover sealed and super scribed “EMD for Comprehensive AMC of Hardware and system software for ISGN Data Centres at NCS, New Delhi and INCOIS, Hyderabad due on 19.02.2018 at 15:00 hrs.” should be submitted physically to Mr. Manjeet Singh, Meteorologist-B, Room No. 303, III Floor, Sat Met Building, Mausam Bhavan Complex, Lodi road, New Delhi-03. However, the scanned copies of Bank draft related to EMD, must be uploaded (PDF format) electronically (along with Technical Bid) on e-Procurement Portal (<https://eprocure.gov.in/cppp/>).
- 9.9. Part-I (Technical Bid) should contain the following details, and also should be titled as “Technical Bid – NCS Tender for Comprehensive Annual Maintenance Contract of ISGN Computer Systems of Data Centres at NCS, New Delhi and INCOIS, Hyderabad.”
  - a. Company Profile and Infrastructure.
  - b. Registration Certificate of bidding firm with Government of India. Credential/documents shall be attached.
  - c. All the documents asked for Eligibility Criteria.

- d. Copy of the Tender document including annexures duly filled, signed and stamped by a single nodal authorized signatory, on each page.
- e. Compliance sheet, as per **Annexure-6** and the supporting documents.
- f. PDF files (scanned document) of the EMD.
- g. Un-priced-bid (without price) containing Bill of Materials (BoM) indicating various components of works relating to AMC services, against the price column of each item (**Annexure-9**) should be mentioned as quoted/ not quoted, against the price column of each items of **Annexure-9**.
- h. Checklist section (as per **Annexure-1**) properly filled and signed.
- i. Submission of Tender Acceptance form as per format given in **Annexure-2**.
- j. The Technical bid file in PDF format, NOT containing the above documents or containing the financial bid (with price quote details) in explicit form will lead to rejection of the bid.
- k. Tender validity should be for 180 days as per the clause given at 3.1 (Section-I).

9.10. Part-II (Financial Bid) as per the format specified in **Annexure-9** needs to be submitted in PDF format.

- a. The rates are to be quoted in strict compliance to the format (**specified in Annexure-9**) otherwise the bid is liable to be rejected.
- b. The rates are to be quoted by the Bidders in Indian Currency and payment shall be made to successful Bidders in Indian currency only.
- c. The Bidder shall bear all the tax liability as per rates prevailing at the time of undertaking the job in accordance with tax laws in force in India.
- d. Percentage (%) of taxes etc. if any to be claimed shall be indicated in the Price bid, otherwise it will be presumed that rates are inclusive of all taxes and no plea would be accepted in this regard after opening of the Tender bids.
- e. Statutory levies, taxes and duties etc., if any, chargeable on the goods/services are payable on actual basis as applicable.
- f. If there is any discrepancy between the amount expressed in words and figures, the amount mentioned in words shall prevail.



## **10. Earnest Money Deposit (EMD):**

- 10.1. The Bidder shall furnish along with its tender, Earnest Money for an amount as shown in the tender notice. The Earnest Money is required to protect the purchaser's rights against the risk of the Bidders unwarranted conduct. EMD also known as security deposit.
- 10.2. EMD of Rs. 1,00,000/- (Rupees One lakh only) has to be submitted through FDR/Bank Guarantee of any Scheduled Commercial Bank drawn in favour of "DDO, National Centre for Seismology, New Delhi", physically before 1500hrs on 19.02.2018. Otherwise, bid will be rejected. However, the scanned copy of FDR/PBG along with the Bid must be uploaded electronically on e-Procurement site.
- 10.3. The Bidder who is registered on Tender submission date with Directorate General of Supplies & Disposals (DGS&D) or with National Small Industries Corporation, New Delhi, shall be eligible for exemption from EMD. Micro and Small Enterprises specified by Ministry of Micro, Small & Medium Enterprises (MoMSME) are exempted from the submission of Earnest Money Deposit (EMD).
- 10.4. The earnest money shall be valid for a period of Thirty (30) days beyond the validity period of the tender.

## **11. Alteration and Withdrawal of Tender:**

- 11.1. The Bidder, after uploading its Tender in PDF format, is permitted to alter / modify its tender so long as such alterations / modifications are received duly signed, sealed and marked like the original tender, within the deadline for submission of tenders.
- 11.2. No tender should be withdrawn after the deadline for submission of tender and before expiry of the tender validity period. If a Bidder withdraws the tender during this period, it will result in forfeiture of the EMD furnished by the Bidder.
- 11.3. In case the Bidder, who has claimed exception of EMD and withdraw the tender bid as per above clause, shall be blacklisted.

## **12. Opening of Tenders:**

- 12.1. The purchaser will open the tenders at the specified date and time and at the specified place as indicated in the Notice Inviting Tender (NIT). In case the specified date of tender opening falls on / is subsequently declared a holiday or closed day for the purchaser, the tenders will be opened at the appointed time and place on the next working day. Authorized representatives of the Bidders,

who have submitted tenders on time may attend the tender opening, provided they bring with them letters of authority from the corresponding Bidders.

12.2. The tender bids shall be processed through Two Bid systems. In the first instance, the Technical Bids are to be opened at the prescribed time and date. These Tenders shall be scrutinized and evaluated by the competent committee/ authority with reference to parameters prescribed in the Tender document. Thereafter, in the second stage, the Price Bids of technically qualified Bidders only shall be opened for further scrutiny and evaluation on a date notified to the technically qualified Bidders.

### **13. Technical Evaluation:**

13.1. Technical Evaluation Committee (TEC) will shortlist the Technical Bids on the basis of eligibility criteria, technical parameters of the offered solution and other information sought in this tender document. The TEC can make any enquiry/seek clarification from the Bidders on the offered Service Solution. In such a situation, the Bidder shall extend full co-operation. The Bidders can also be asked to give technical presentation/discussion on the offered solution, in a short period notice, as such the Bidders have to be ready for the same.

13.2. For Detailed Technical Presentations/Discussions, Bidder has to ensure availability of appropriate specialist, along with required documentation for interacting with Technical Evaluation Committee. If the required specialist along with proper documentation is not made available by Bidders, then such defaulting Bidders shall be debarred from the tender evaluation process and shall forfeit the EMD.

13.3. **Compliance statement** in the form of '**Complied**' or '**Not Complied**' shall be given against each term and specification mentioned in the tender document. The compliance statement should contain the signature of the authorized person and the seal of the company. The compliance statements should be supported by authentic documentation.

13.4. No enquiry shall be made by the Bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful Bidder(s).

13.5. The names of technically short listed Bidders will be announced to only those Bidders whose bids will qualify for opening of the Financial Bids.

**14. Financial Evaluation:**

- 14.1. The Financial Bids of only those Bidders who are short-listed on the basis of the Technical Bids by TEC will be opened on the scheduled date which will be informed to the technically qualified bidders by Email, and the same will be evaluated by a duly constituted Finance Evaluation Committee (FEC).
- 14.2. There will be **NO NEGOTIATION** regarding the financial bid.
- 14.3. No enquiry shall be made by the Bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful Bidder(s). However, the Committee/its authorized representative and office of NCS can make any enquiry/seek clarification from the Bidders, which the Bidders must furnish within the stipulated time else bid of such defaulting Bidders will be rejected.
- 14.4. If there is a discrepancy between the unit price and total price. The Unit Price shall prevail.

**15. Acceptance of work order by the successful bidder:**

- 15.1. Work order shall be issued to the successful bidder for acceptance. In this context, an acceptance letter from the successful bidder is to be submitted to the NCS within 10 days from the date of issue of the Work Order.
- 15.2. A Service Level Agreement as per terms and condition of tender is required to be signed within 10 days from the date of acceptance of Work Order.
- 15.3. The successful bidder shall have to provide the services w.e.f. April 01, 2018.

**16. Refund of EMD:**

- 16.1. In the case of those Bidders who fail to qualify the eligibility criteria, the Earnest Money Deposit (EMD) will be refunded without any interest accrued immediately thereafter.
- 16.2. In the case of those Bidders whose technical bids do not qualify, the EMD will be refunded without any interest accrued within one month of the acceptance of TEC's recommendations.
- 16.3. In the case of those Bidders whose technical bids have qualified but are not selected, the EMD will be refunded without any interest accrued within one month of the acceptance of Financial Evaluation Committee's (FEC) recommendations.
- 16.4. Bidder whose bid was accepted and selected, the EMD will be refunded without any interest accrued after the submission of Performance Bank Guarantee (PBG).
- 16.5. Application of request for refund of EMD is given at **Annexure-4**.

**17. Forfeit of EMD:**

- 17.1. Earnest money of a Bidder will be forfeited, if the Bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other rights of the purchaser.
- 17.2. The successful Bidder's earnest money will be forfeited without prejudice to other rights of Purchaser if supplier fails to furnish the required performance security within the specified period mentioned in clause 18(Section-I) / Supply Order.
- 17.3. Firm shall have to extend the validity of EMD if extension of tender validity is agreed on the request of purchaser in exceptional cases.

**18. Performance Security:**

- 18.1. Successful Bidder shall submit performance security within thirty (30) days from date of dispatch of work order/award of contract by the purchaser or within twenty one (21) days from the receipt of work order by the successful bidder, whichever is earlier.
- 18.2. The purchaser may consider annulment/cancellation of work order/ award of contract, if performance security is not received in the stipulated time.
- 18.3. There is no relaxation/exemption in submitting Performance Security.
- 18.4. The successful bidder shall furnish performance security to the purchaser for an amount equal to ten percent (10%) of the total value of the contract, valid up to sixty (60) days beyond the CAMC period. The format of bank guarantee to be submitted as performance security is given in **Annexure-5**.
- 18.5. The successful Bidder will have to deposit Performance Security within specified time limit given above, equivalent to 10% (Ten Percent) of the total value of the work order, in the form of FDR or Bank Guarantee from a Nationalized/ Scheduled Commercial Bank in favour of "DDO, National Centre for Seismology, New Delhi". If the Performance Security/Security Deposit is not paid within time specified, the Earnest Money Deposit of the Bidder shall be forfeited. No interest will be payable for "Performance Security".
- 18.6. Performance Security has to be submitted irrespective of its registration DGS&D/NSIC etc. Performance security is not relaxed to any service provider. Submission of Performance Security is must for all service providers.

- 18.7. It shall be in any one of the forms namely Fixed Deposit Receipt (FDR) or Performance Bank Guarantee (PBG) drawn/issued issued by a commercial bank doing Government business in the prescribed form in favour of the purchaser as detailed in clause 18.5. In the event of any amendment issued to the contract, the supplier shall, within twenty-one (21) days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.
- 18.8. The purchaser will release the Performance Security without any interest to the service provider on completion of their all contractual obligations including the warranty obligations & after receipt of performance security for CAMC (if applicable).
- 18.9. In the event of non-providing the services, the Performance Security shall be forfeited to the extent the services are not provided. Further, if the purchaser has to get the services from any other Bidder because of failure to provide in full or part by the successful Bidder, the difference in payment may be made from such amount. Also, the amount retained towards “Performance Security” is subject to forfeiture if it is found at any point of time during the period of contract that the services offered by the service provider are not in conformity to the accepted specifications mentioned in RFP by the purchaser.
- 18.10. In case the Bidder backs out of the contract in mid stream without explicit consent of the NCS, the PBG will stand forfeited.
- 18.11. On completion of the CAMC period, the Performance Bank Guarantee without any interest accrued shall be released after ascertaining that satisfactory support that has been provided during CAMC period. In case, it is found that appropriate satisfactory support has not been provided by the Bidder, NCS will ensure that the prescribed penalty for the default in services has been realized or shall be recovered from the Bidder out of already due payments.

**19. Payment Terms:**

- 19.1. No advance payment will be made in any case.
- 19.2. Payment for Comprehensive Annual Maintenance Charges for ISGN Computer System at NCS, New Delhi and INCOIS, Hyderabad shall be on quarterly basis on completion of quarterly period after making statutory deductions like TDS; Penalties, if any; etc.
- 19.3. Bidder needs to submit quarterly performance report duly certified by the NCS and INCOIS along with the bill.

- 19.4. Payments shall be subject to deductions of any amount for which the Bidder is liable under the Service Contract. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) as per the Income-Tax Act, 1961 and any other applicable taxes; and also penalty charges due to deficiency in service (if any).
- 19.5. All payments will be made through online Banking RTGS only. In this connection, Bidder shall have to submit particulars of his Bank Account details – a) Account Number b) Branch Name and Address c) IFS code d) MICR number e) PAN f) GSTIN (Goods and Service Tax Identification Number) etc.
- 19.6. During the CAMC period the Service provider is expected to maintain the services as per RFP Service level requirements mentioned in the Tender, failing which the penalties will be charged by NCS and payments shall be made after adjusting the penalties for not meeting the service levels.

**20. Extension of the contract:**

- 20.1. The selected Bidders shall provide services initially for a period of 3 (THREE) years. If NCS desires, the Bidder must agree for extension of the contract for next 4<sup>th</sup> and 5<sup>th</sup> year under the same payment terms and conditions.

**21. Arbitration:**

- 21.1. In case any dispute or difference arises out of or in connection with or the carrying out of CAMC Services (whether during the progress of the Service<sup>s</sup> or aft<sup>er</sup> their completion & whether before or after the termination, abandonments or breach of contract) except as any of the accepted matters, provided hereunder, the parties hereto, shall first endeavour to settle such disputes of differences amicably.
- 21.2. If both the parties fail to reach such amicable settlement, then either party (The Purchaser or Service provider) may (within 30 days of such failure) give a written notice to the other party requiring that all matter in dispute or difference be arbitrated upon. Such written notice shall specify the matters which are in difference or differences of which such written notice has been given and no other shall be reoffered to the arbitration of a single arbitrator, to be appointed by both the parties or in case of disagreement as to the appointment of a single arbitrator, to that of two arbitrators, one to be appointed by each party or in case of said arbitrators not agreeing then, to the umpire to be appointed by the arbitrators in writing before entering upon the references.

Provisions of Indian Arbitration & Conciliations Act, 1996 or any statutory modification or re-enactment thereof and rules framed there under from time to time shall apply to such arbitration.

21.3. Venue of arbitration shall be New Delhi.

21.4. The arbitrators or arbitrators appointed under this Article shall have the power to extend the time to make the award with the consent of parties.

21.5. Pending reference to arbitration, the parties shall make all endeavours to complete the work in all respect. Disputes, if any, will finally be settled in the arbitration.

21.6. Upon every or any such references to the arbitration, as provided herein the cost of and incidental to the reference and Award respectively shall at the discretion of the arbitrator, or the umpire, as case may be.

21.7. The award of arbitrator or arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence. The Purchaser and the Service provider hereby also agree that arbitration under this clause shall be the condition precedent to any right of action under the contract except for as provided for in the Tender.

## **22. Force Majeure Clause:**

22.1. Force Majeure means an event beyond the control of the Service provider and not involving their fault or negligence and which is not foreseeable. If at any time, during the continuance of the Service contract, the performance of ISGN Computer System at NCS, New Delhi and INCOIS, Hyderabad in whole or in part by either party of any obligation under the Service contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, devastating earthquake, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events") etc, provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the Service Contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the service contract. The maintenance services shall be resumed as soon as

practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the Services have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the Service contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the Service contract. In such cases, Director, NCS decision shall be final, conclusive and binding between the two parties. There may be a Force Majeure situation affecting the purchase organization only. In such a situation the purchase organization shall take up with the Service provider on similar lines as above for further necessary action.

**23. Termination of tender by the Purchaser:**

- 23.1. From the time of submission of tender to the time of awarding the contract, if a Bidder needs to contact the Purchaser for any reason relating to this tender enquiry and / or its tender, it should do so only in writing.
- 23.2. In case a Bidder attempts to influence the Purchaser in the Purchaser's decision on scrutiny, comparison & evaluation of tenders and awarding the contract, the tender of the Bidder shall be liable for rejection. In addition to this, appropriate administrative actions shall be taken against that Bidder, as deemed fit by the Purchaser.
- 23.3. The Purchaser, without prejudice to any other contractual rights and remedies available to it (the Purchaser), may, by written notice of default sent to the Service provider, terminate the contract in whole or in part, if the service provider fails to deliver any or all the goods/services or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the Purchaser. In the event of the Purchaser terminates the contract in whole or in part, the Purchaser may procure goods and/or services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the service provider shall be liable to the Purchaser for the extra expenditure, if any, incurred by the Purchaser for arranging such CAMC. If the supplier becomes bankrupt or otherwise insolvent, the Purchaser reserves the right to terminate the contract at any time, by serving written notice to the service provider without any compensation, whatsoever, to the service provider, subject to further condition that such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to the Purchaser.



**Section - II**  
**Request for Proposal (RFP)**  
**for**

---

**Comprehensive Annual Maintenance Contract (CAMC)**  
**of**  
**Computer Systems installed under Indian Seismic and**  
**GPS Network**  
**at**  
**National Center for Seismology (NCS), New Delhi**  
**and**  
**Indian National Centre for Ocean Information Services**  
**(INCOIS), Hyderabad**

**SECTION-II**  
**REQUEST FOR PROPOSAL (RFP)**  
**for**  
Comprehensive Annual Maintenance Contract (CAMC)  
of  
Computer Systems installed under Indian Seismic and GPS Network  
at  
National Center for Seismology (NCS), New Delhi  
and  
Indian National Centre for Ocean Information Services (INCOIS), Hyderabad  
**for a period of 3 years**

**1. Background:**

- 1.1 Seismological activities of India Meteorological Department (IMD) has been separated and brought under a newly established office - National Centre for Seismology (NCS). The National Centre for Seismology is an attached office under the body of Earth System Sciences Organization (ESSO), under Ministry of Earth Sciences (MoES) and is a nodal agency of Government of India for earthquake monitoring and related activities in the country. NCS is now entrusted to maintain the Indian Seismic and GNSS Network (ISGN) which was earlier established and maintained by the INCOIS. The details of the project are available at <http://www.isgn.gov.in>.
- 1.2 Under the ISGN project, the Seismic and GPS observatories spread across the country, have been integrated through VSAT communication to the data centres at Indian National Centre for Ocean Information Services (INCOIS), Hyderabad and National Centre for Seismology (NCS), New Delhi for obtaining real-time continuous data from these observatories to meet the operational activities of both the data centres at INCOIS, Hyderabad and NCS, New Delhi.
- 1.3 The two data centres installed with identical hardware, system software and application softwares to handle the data from 130 Seismic and GNSS field stations. The data and output products of the same can be accessed from the ISGN website (<http://www.isgn.gov.in>).
- 1.4 Both the data centre at NCS, New Delhi and INCOIS, Hyderabad are working satisfactorily. The data centres are smoothly operating on 24 x 7 basis at both the locations.
- 1.5 The details on equipments operating at Data Centres located at NCS, New Delhi and INCOIS, Hyderabad with their Model and Serial Number, Make and other Configuration are given at **Annexure-7** and **Annexure-8** respectively.
- 1.6 The block diagram of ISGN Network and Application Architecture at NCS New Delhi and

INCOIS Hyderabad are shown at **Annexure -10**.

1.7 Service location/address of data centres at NCS, New Delhi and INCOIS, Hyderabad are given at **Annexure-10**.

## **2. Scope of the Services:**

### **2.1 Following Services are required for a period of THREE years:**

2.1.1 Comprehensive on-site annual maintenance (CAMC) of the computer systems including hardware components and system software at both the data centres located at NCS, New Delhi and INCOIS, Hyderabad, for carrying out the operational activities.

2.1.2 To maintain adequate spares to ensure that data centres functions on 24x7 basis to meet the operational requirements.

2.1.3 Comprehensive Annual Maintenance includes installation and updating OS patches, whenever OEM releases new patches. In addition to this, vendor is responsible for extending support in installing third party software / tools, if any. Associated cables and accessories are to be covered under the CAMC.

2.1.4 To log calls and to co-ordinate with OEMs to get the systems repaired / replaced that are under Warranty, if any.

2.1.5 Deployment of one number of on-site Engineers at each site during office hours. The on-site engineer should have a minimum qualification of Diploma in relevant field with 2 years experience in handling the equipment as mentioned in this tender. Engineers deputed at each data centres should be able to attend / handle maintenance jobs independently.

2.1.6 In case if any items not covered under CAMC, should be identified and intimated to NCS in advance for further necessary action.

2.1.7 Any defective/faulty equipment parts/accessories at each data centre should be replaced with the original same make/model/firm or from the same company.

## **3. Penalty Charges: CAMC of existing Computer Systems at NCS, New Delhi and INCOIS, Hyderabad.**

In case of any problem arising due to unforeseen reasons in the computer systems of data centre at NCS, New Delhi and INCOIS, Hyderabad, the contractor shall rectify (repair/replace with a

new system of same make) the issue at the earliest to make the system functional smoothly otherwise, penalty shall be imposed as per the following criteria.

3.1 Penalty will charged as given below:

S.No	Criteria (time)	Penalty
1	Upto 24hrs	Nil
2	24-72 hrs	0.5% of the total quarterly CAMC charges will be levied.
3	4 days to one week hrs	1% of the total quarterly CAMC charges will be levied.
4	> beyond 1 week	2% of the total quarterly CAMC charges will be levied and the rectification of the problem through OEM/alternate means will be initiated at the risk and cost of the successful bidder (in contractor) without intimation.

3.2 Absence of manpower would attract penalty as per clause 4.5 and 4.6 under Section-II.

**4. Manpower Services for Computer System operation and maintenance:**

- 4.1 One number of on-site Engineer having minimum qualification as Diploma in relevant field with 2 years on-site experience is required at each data centre during the working hours (for NCS, New Delhi: Office Timings are 0930 hrs IST to 1800 hrs IST; and for INCOIS, Hyderabad: 0900 hrs IST to 1730 hrs IST). In case of emergency during other than the working hours (which includes Government declared holidays, Saturday/ Sunday and after the scheduled working hours during the weekdays) the Engineer is required to be on available call, at both data centres. The On-site engineer should be available on phone call beyond office hours and during public / closed holidays.
- 4.2 Contractor/ service provided should ensure that the on-site designated engineers follow all standard industry practices while diagnosis / resolution of the problems reported. Data recovery during any such event or during an event when data is formatted accidentally, recovery of data would be done at the cost of the service provided. Engineers should report to the concerned officers at each data centres during the contract period.
- 4.3 The on-site engineer is to be deployed from first day of the contract and should possess work experience in handling Windows / Linux (Red-Hat) administration, Storage and back-up solutions administration, Diagnosis and Resolution of problems with respect to the list of items mentioned

at **Annexure-7 and Annexure-8**. (Note: As far as possible, service provider should ensure the same designated engineer has to be deployed at data centre from first day till end of contract period.)

- 4.4 The On-site engineer activities will include daily monitoring the working functioning of various Servers, Work Stations, Storage Devices, System Software, Network Components, carrying out necessary changes in Network as required by NCS from time to time, creation of log reports on performance, maintaining records of user details, interaction with NCS Officials for upgradation of installed softwares, checking the functionalities of System software, defining back-up policies for archival of data, call logging and status updation on NCS/INCOIS's complaint database/centralized call center, etc.
- 4.5 In case of resignation of on-site engineer, if replacement of engineer is not done with-in two days, 5% of the quarterly charges of CAMC will be deducted from the bill.
- 4.6 In the event of Engineer (CAMC) availing leaves during any working day (Monday to Friday), the same has to be reported to NCS in advance and a suitable standby designated engineer (accepted by NCS) has to be provided; failing which 5% of the total quarterly CAMC charges shall be levied.
- 4.7 The service provider is responsible for credentials of onsite engineer and NCS do not undertake any responsibility with respect to their engineers.

## **5. Successful Bidder's Responsibility:**

- 5.1 It shall be the responsibility of the selected Bidder to undertake the comprehensive AMC of the Computer Systems at each of the Data Centres at NCS, New Delhi and INCOIS, Hyderabad in existing UPS power and environmental conditions, as is where is basis.
- 5.2 As per the requirement of NCS, New Delhi and INCOIS, Hyderabad the Bidder shall have to be in a position to provide services at any time.
- 5.3 The Bidder shall treat all data and information about ISGN network, obtained in the execution of the services as confidential and will not reveal any information to any other party without prior written approval of NCS, New Delhi/INCOIS, Hyderabad.
- 5.4 The selected bidders shall have to provide acceptance to the offer issued by NCS for honouring all tender conditions and adherence to all aspects of fair trade practices in executing the work order placed by NCS for its own use or on behalf of INCOIS.

- 5.5 In the event, the selected Company or the concerned division of the Company is taken over /bought over by another company, all the obligations and execution responsibilities under the agreement with the NCS, should be passed on for compliance by the new company in the negotiation for their transfer.
- 5.6 In case of selected Bidder is found in breach of any condition(s) of tender or work order, at any stage during the course of contract service period, the legal action as per rules/laws, shall be initiated against the bidder and Bank Guarantee/Security Deposits shall be forfeited, besides debarring and blacklisting the bidder concerned for at least three years, for further dealings with NCS, INCOIS and offices under the control of MoES.
- 5.7 The Bidder should not assign or sublet the service contract or any part of it to any other agency in any form. Any such eventuality shall result in termination of contract and forfeiture of Security Deposit/EMD/PBG concerning such Bidders / parties.
- 5.8 NCS/ INCOIS shall not be responsible for damages of any kind for any mishap/injury/accident caused to On-site service engineer posted at each site, by the Service provider while performing duty at NCS and INCOIS. All liabilities, legal or monetary, shall be borne by the Service provider.

## **6. Other Terms and Conditions:**

- 6.1 NCS may, at any time, terminate the Service Contract by giving written notice to the Bidder without any compensation, if the recommended bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to NCS.
- 6.2 No deviations from these terms and conditions will be accepted; violation thereof will lead to rejection of the bid and forfeiture of EMD/PBG.
- 6.3 NCS shall not be responsible for damages of any kind for any mishap/injury/accident caused to any service engineer of the Service provider while performing duty at the Data Centre at NCS, New Delhi and INCOIS, Hyderabad. All liabilities, legal or monetary, shall be borne by the Service provider.
- 6.4 The Director, NCS reserves its right to terminate the maintenance contract at any time without assigning any reason. The Bidder will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, the same would be paid to the contractor as per the contract terms.

- 6.5 The contract can be terminated by NCS with prior notice of THREE months, without assigning any reason. In this connection the decision of Director, NCS shall be final and binding on the Bidder/Service Provider.
- 6.6 The Service Provider should support to add more Hardware components or withdraw at each Data Centre as desired by the Purchaser.
- 6.7 The Bidder should be ready to support to any upgradation or change in technology if desired by purchaser.
- 6.8 Any system or peripheral may be discontinued from CAMC with one month prior notice. Similarly, any new system or peripheral may be included into list of inventory and maintenance charges for the newly added items will be paid as per the charges quoted for an equivalent items already existing in the inventory. In case if such item does not exist in the list of inventory, payment will be made as mutually agreed.

## CHECKLIST

SNo.	Activity	Compliance Yes/No/N.A	Page No. of your bid
1	Company Profile, Infrastructure, and Registration Certificate		
2	Have you enclosed EMD (Bank Guarantee /FDR) of required amount Rs.1.0 lakh (as per Clause no. 15.2 in Section-I)?		
4	Is the EMD submitted by other firm other than participating firm? If yes, then bid is likely to be ignored.		
5	Is Registration certificate from Ministry of Micro, Small & Medium Enterprises (MoMSME), DGS&D /NSIC attached for relaxation of EMD?		
6	Details of Permanent Income Tax account number& GST number? (Attach a copy)		
7	Is Tender validity period kept for 180 days?		
8	Have you kept EMD validity for 210 days? (check it)		
9	Have you enclosed all supporting documents as mentioned in 9.9 (a to j) and 9.10 (a to f) at Section-I?		
10	Before scanning and uploading the copy of final tender bid document, each page of bid document is to be assigned a page number manually by a ball-point-pen; and each page should be signed and stamped above the page number as per Clause no. 9.9 (d) in Section-I. Accordingly, page numbers are to be mentioned in this checklist.		
11	Have you enclosed Tender Acceptance Form ( <b>Annexure-2</b> ) duly filled and signed (i.e., terms and conditions are acceptable) with original set of tender bid. Tenders may be ignored if not signed.		
12	Have you enclosed clause-by-clause compliance statement for the general terms and RFP requirements mentioned under Section-1 and Section-II?		
13	Supporting documents for the terms mentioned under “Bidders Eligibility Criteria” (Clause no.8 at Section-I).		
14	Have you submitted copy of the last purchase order(s) and performance certificate from users as per Clause no. 8.2 (Section-1).		

(contd.....)



15	List of Service Centres/authorized service centres in India		
16	Document as manufacturers (OEM M/s Hitachi, M/s Dell, M/s RADWARE and M/s CISCO) authorized agent & back-to-back support agreement with OEM (OEM M/s Hitachi, M/s Dell, M/s. RADWARE and M/s CISCO) for support during the CAMC contract as mentioned in Clause no. 8.4 at Section-I.		
17	State whether the business dealings with you have been banned/blacklisted by the Ministry of Earth Sciences (MoES) or any other State/Central Government Department, in the past, as per clause no. 8.8 at Section-I		
18	Is tender Submitted by an authorized Agent/Dealer/Supplier/Distributor/ Stockist of OEM? If so is authorisation certificate attached and whether Back-to-back support agreement with equipment manufacturer attached?		
19	Have you submitted the complied Un-priced bid containing Bill of Materials as per Clause no.9.9 (g) at Section-I.		
20	Name of the firm who quoted the price.		
21	Name and Designation of the authorized signatory.		
22	Name of the supplier with complete address to whom work order to be placed.		

Signature of Bidder:

Full name, designation and address of the person signing (in block letters):

Whether signing as Proprietor/Partner/Constituted Attorney/duly Authorized by the Company:

**TENDER ACCEPTANCE FORM**

(For all the terms & conditions of tender document are acceptable to Tenderer)

To

The Director, National Centre for Seismology,

Mausam Bhawan Complex, Lodi Road, New Delhi-110003

Ref: TE document No. NCS/\_\_\_\_\_ dated \_\_\_\_\_

I/We, the undersigned have examined the above mentioned TE document, including amendment/corrigendum No. \_\_\_\_\_, dated \_\_\_\_\_ (if any), the receipt of which is hereby confirmed. We now offer to CAMC services in conformity with your above referred document.

If our tender is accepted, we undertake to supply the goods and perform the Services of **“Comprehensive Annual Maintenance Contract (CAMC) of Computer Systems installed under Indian Seismic and GPS Network at National Center for Seismology (NCS), New Delhi and Indian National Centre for Ocean Information Services (INCOIS), Hyderabad”**, as mentioned in tender document with the requirements, terms and conditions specified in the Section I and Section II of tender document.

I/We further confirm that, if supply / purchase order is placed to firm, we shall provide performance security of required amount in an acceptable form for due performance of the contract.

I/We agree to keep our tender valid for acceptance as required in tender document or for subsequently extended period, if any, agreed to by us. I/We also accordingly confirm to abide by this tender up to the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. I/We further confirm that, until a formal contract is executed, this tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

I/We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.

**We confirm that we do not stand deregistered/banned/blacklisted by any Govt. Authorities.**

I/We confirm that we fully agree to the terms and conditions specified in above mentioned TE document, including amendment/ corrigendum etc. if any.

(Signature with date and seal of the company)  
(Name and designation)

Duly authorised to sign tender for and on behalf of Bidder / Tenderer

**Note\* : Firm/company shall use their own printed letter head for issuing this certificate  
Acceptance shall be unconditional.**

**MANUFACTURER'S AUTHORISATION FORM**

(Bidders, quoting products other than his own manufactured products, shall submit this certificate in following format on the Letter Head of the firm)

To,

The Director, National Centre for Seismology

IMD Campus, Mausam Bhawan, Lodi Road, New Delhi-110003

Sub: Manufacturer Authorization for Tender No \_\_\_\_\_.

Sir,

We, <OEM/ Manufacturer name>having our registered office at<OEM/ Manufacturer address>, are an established and reputed manufacturer of <OEM/Manufacturer product>.

We confirm that <Bidder Name> having its registered office at <Bidder Address> is our authorized partner for our equipments. **We authorize them to quote for Services in the above-mentioned tender.**

We hereby confirm that we shall provide all service and maintenance support to our authorized partner during the entire contract period of four years. We also ensure to provide required spares and service support to the above authorized partner while offering onsite maintenance services of Hardware and software of the ISGN Data Centres located at NCS, New Delhi and INCOIS, Hyderabad during the contract period.

Yours faithfully,

-----  
[Signature with date, name and designation]  
for and on behalf of Messrs\_\_\_\_\_

[Name & address of the manufacturers along with Seal of the firm]

Note: This letter of authorisation should be on the letter head of the manufacturing firm and should be signed by a person competent and having legal binding to the manufacturer (original letter to be attached or to be shown at the time of opening of bids).

**APPLICATION-CUM-BILL FOR REFUND OF EMD**

Director, (Kind Attn. to: DDO) National Centre for Seismology  
IMD Campus, Mausam Bhawan, Lodi Road, New Delhi-110003

MONTH.....BILL NO. ....

Original Challan or Receipt No. & date	Bank/Office in which deposited	Name of depositor	Amount Originally deposited
1	2	3	4

Received this ..... day of .....20..... the sum of ₹ .....(₹ .....) only being repayable on Account of release of deposited described above.

Claimant's Signature. ....

(with revenue stamp affixed)

For use in Departmental Office

1. Received payment of ₹..... (₹.....) for arranging disbursal to claimant.

2. Passed for Payment of ₹ .....(₹ .....) to claimant(s) Shri/Smt./Ms..... against personal deposit account administered by me.

DDO(NCS)

For Director National Centre for Seismology  
In case of endorsement of above

For use in Pay & Account office incase of endorsement of 1 above

Passed for payment of Rs. ....Payment by Cheque No.

.....

Pay & Account Office

**MODEL BANK GUARANTEE FORMAT FOR FURNISHING EMD**

**(format only)**

Whereas .....  
 (hereinafter called the “tenderer”)has submitted their offer  
 dated.....for offering the Computer  
 services of .....(hereinafter called the “tender”)  
 against the purchaser’s tender enquiry No. ....KNOW ALL  
 MEN by these presents that WE .....of  
 ..... having our registered office  
 at..... are bound unto  
 .....(hereinafter called the “Purchaser”) in the sum of  
 ..... for which payment will and truly to be made to the said  
 Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the  
 Common Seal of the said Bank this..... day of .....20.....

**THE CONDITIONS OF THIS OBLIGATION ARE:**

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
  - a) If the tenderer fails to furnish the Performance Security for the due performance of the contract.
  - b) Fails or refuses to accept/execute the contract.

WE undertake to pay the “Director, National Centre for Seismology”, up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including 60 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

Bank Guarantee issued with the tender enquiry reference No.NCS/..... Dated.....

.....  
 (Signature of the authorized officer of the Bank)

.....  
 Name and designation of the office .....

Seal, name & address of the Bank and address of the Branch

**COMPLIANCE STATEMENT****(a)**

<b>SNo.</b>	<b>Tender Clause No.</b>	<b>Compliance (Complied /Not Complied)</b>
1	Undertaking for the compliance of each and every term and conditions mentioned under Section-1 and Section-II of Tender document.	
2	Compliance for executing works mentioned under Scope of Services	

**(b) ISGN Components at Data Center NCS, New Delhi**

<b>S.No</b>	<b>Item Description</b>	<b>Quantity</b>	<b>Compliance (Complied /Not Complied)</b>
1	4 CPU 10 Core Rack Server (Dell R910)	6	
2	2 CPU 6 Core Rack Server (Dell R810)	13	
3	SAN Switch MDS-9148 (CISCO)	2	
4	Raritan KVM Switch along with cables-(DLX-116v3)	2	
5	50TB usable SAN Storage System (Hitachi AMS2500)	1	
6	50 TB (uncompressed) LTO Gen 5 Tape Library System along with back-up software and SAN agents (Dell Tape Library-ML6000)	1	
7	CISCO L3 Switch-C3750 (WS-C375X-24T-S)	3	
8	3 Port CISCO 2911 router with 2 Nos. of 10/100 ethernet (256 MB and 512 MB) Router-2911 CISCO2911/K9	1	
9	CheckPoint-R75 (Firewall) Model No. T-110	2	
10	Global Load Balancers-Radware-AppDitector HW Ver – A.2 (508 GTM)	1	
11	Raritan (Dominion LX 19) inches Sliding TFT Color Monitor (Rack Mounted monitor with cables,keyboard,mouse and touch pad)	2	
12	Manpower	1	

**(c) ISGN Components at Data Center INCOIS, Hyderabad**

<b>S.No</b>	<b>Item Description</b>	<b>Quantity</b>	<b>Compliance (Complied /Not Complied)</b>
1	4 CPU 10 Core Rack Server (Dell R910)	6	
2	2 CPU 6 Core Rack Server (Dell R810)	13	
3	SAN Switch MDS-9148 (CISCO)	2	
4	16 Port IP Based Raritan KVM Switch along with cables-(DLX-116v3)	2	
5	50TB usable SAN Storage System (Hitachi AMS2500)	1	
6	50 TB (uncompressed) LTO Gen 5 Tape Library System along with back-up software and SAN agents (Dell Tape Library-ML6000)	1	
7	CISCO L3 Switch-C3750 (WS-C375X-24T-S)	2	
8	3 Port CISCO 2911 router with 2 Nos. of 10/100 ethernet (256 MB and 512 MB) Router-2911 CISCO2911/K9	1	
9	Global Load Balancers-Radware-AppDitector HW Ver – A.2 (508 GTM)	1	
10	Raritian (Dominion LX 19) inches Sliding TFT Color Monitor (Rack Mounted monitor with cables, keyboard, mouse and touch pad)	2	
11	Manpower	1	

**Signature of the Bidder**

**Name & Designation:**

**Date**

**Place**

**Company Seal**

**LIST OF INVENTORY WITH SERIAL, MODEL NUMBER, MAKE AND CONFIGURATION OF SERVER AND STORAGE AT DATA CENTRE NCS, NEW DELHI**

SNo	Make and Model Number	Qty	Serial/ Service Tag	Configuration	Operating System	Cables Connected	Software
1	4 CPU 10 Core Rack Server (Dell R910)	6	6CYCD2S	<ul style="list-style-type: none"> <li>• CPU 4* Intel(R) Xeon(R) CPU E7- 4870 @ 2.40GHz</li> <li>• MEMORY 4GB x 16</li> <li>• Disk 600GB x 6 DVD ROM</li> <li>• Ethernet – 4</li> <li>• Management – 1</li> <li>• FC – 2</li> </ul>	RHEL6	Ethernet – 2 Mgmt – 1 FC – 2	
			9CYCD2S		RHEL6	Ethernet – 2 Mgmt – 1 FC – 2	
			7CYCD2S		Window Server 2008	Ethernet – 2 FC – 2	
			6DYCD2S		Window Server 2008	Ethernet – 2	
			94TJD2S		Window Server 2008	Ethernet – 2	Trimble VRS3
			8CYCD2S		Window Server 2008	Ethernet – 2	Trimble VRS3
2	2 CPU 6 Core Rack Server (Dell R810)	13	JVJCD2S	<ul style="list-style-type: none"> <li>• CPU 2* Intel(R) Xeon(R) CPU E7- 2803 @ 1.73GHz</li> <li>• Disk 300Gb x 4</li> <li>• MEMORY 2GB x 16 DVD Rom</li> <li>• Disk 300GB x 4</li> <li>• Ethernet – 4</li> <li>• Extra LAN Card Port – 4</li> <li>• Management – 1</li> <li>• FC – 2</li> </ul>	RHEL6	Ethernet – 2	
			3WJCD2S		RHEL6	Ethernet – 2	
			2WJCD2S		Window Server 2008	Ethernet – 1	
			1WJCD2S		Window Server 2008	Ethernet – 1	
			6WJCD2S		Window Server 2008	Ethernet – 4 Mgmt – 1 FC – 2	Seiscomp3
			HVJCD2S		Window Server 2008	Ethernet – 3 Mgmt – 1 FC – 2	Seiscomp3
			4WJCD2S		RHEL6	Ethernet – 1 FC – 2	
			5WJCD2S		RHEL6	Ethernet – 1 FC – 2	
			DVJCD2S		RHEL6	Ethernet – 2 FC – 2	



			9WJCD2S		RHEL6	Ethernet –2	
			GVJCD2S		RHEL6	Ethernet –2	
			FVJCD2S		Window Server 2008	Ethernet –2 FC – 1	Simpana commVault , Ver 10
			7WJCD2S		Window Server 2008	Ethernet –2	Manage Engine IT360(ver-9.1.3),PRTG(ver 16.1.21)
3	SAN Switch MDS-9148 (CISCO)	2	AMS1619 2055	<ul style="list-style-type: none"> <li>• Total – 48 Ports</li> <li>• Licensed – 40 Ports</li> </ul>	CISCO Nexus	Ethernet –1	
			AMS1544 0254			Ethernet –1	FC – 17
4	Raritan KVM Switch along with cables-(DLX-116v3)	2	HKK2550 093	<ul style="list-style-type: none"> <li>• Total IP Based Port – 32</li> </ul>		Ethernet -1	
			HKK2550 092				
5	50TB usable SAN Storage System (Hitachi AMS2500)	1	87014003	<ul style="list-style-type: none"> <li>• Memory 16 GB</li> <li>• SAS Port – 8</li> <li>• FC Port – 8</li> <li>• Tray – 6</li> <li>• Disk 131 x 600GB</li> </ul>		Ethernet – 2	
6	50 TB (uncompressed) LTO Gen 5 Tape Library System along with back-up software (Dell Tape Library-ML6000)	1	D849GD1 (A0C0222 52)	<ul style="list-style-type: none"> <li>• Drives 4 Storage Slots 115</li> </ul>		Ethernet – 1	
						FC – 4	
7	CISCO L3 Switch-C3750 (WS-C375X-24T-S)	3	FDO1623 R1EU	<ul style="list-style-type: none"> <li>• Ports 1F+24G+2T</li> </ul>		Ethernet – 15	
			FDO1623 R1F0		Ethernet – 20		
			FDO1623 R1EV		Ethernet – 19		

8	3 Port CISCO 2911 router with 2 Nos. of 10/100 ethernet (256 MB and 512 MB) Router-2911 CISCO2911 /K9	1	FGL1635 13W1	• Ports 2Fa+3Ge		Ethernet – 2	
9	CheckPoint- R75 (Firewall) Model No. T-110	2	1218B002 07 ***** **	• Ports -5 Gigabit Ethernet	Used for making network policy	Ethernet – 3	
10	Global Load Balancers- Radware- AppDitector HW Ver – A.2 (508 GTM)	1	31201166	• Ports -8 Gigabit Ethernet	Used for load Balancing	Ethernet – 2	
11	Raritian (Dominion LX 19) inches Sliding TFT Color Moniter (Rack Mounted moniter with cables,keyb oard,mouse and touch pad)	2	AFI1B000 25  AFI1B000 15	VGA,Keyboardan d Mouse Connector	Used for display all server in single screen	N/A	

**Note:**

\*\*\*\*\* The serial number will be informed later.

**LIST OF INVENTORY WITH SERIAL, MODEL NUMBER, MAKE AND CONFIGURATION OF SERVER AND STORAGE AT DATA CENTRE INCOIS, HYDERABAD**

SNo	Make and Model Number	Qty	Serial/Service Tag	Configuration	Operating System	Cables Connected	Software
1	4 CPU 10 Core Rack Server (Dell R910)	6	CCYCD2S	<ul style="list-style-type: none"> <li>• CPU 4* Intel(R) Xeon(R) CPU E7- 4870 @ 2.40GHz</li> <li>• MEMORY 4GB x 16</li> <li>• Disk 600GB x 6 DVD ROM</li> </ul>	RHEL6	Ethernet – 1 Mgmt – 1 FC – 2	Mysql Version 5.5.12
			GCYCD2S		Window Server 2008	Ethernet – 1 Mgmt – 0 FC – 2	Trimble Piot Platform
			BCYCD2S		Window Server 2008	Ethernet – 1 FC – 2	Timble Piot Platform and Sql Server 2008 R2
			DCYCD2S		Window Server 2008	Ethernet – 1	Timble Piot Platform and Sql Server 2008 R2
			FCYCD2S		Window Server 2008	Ethernet – 2 FC – 2	Trimble Piot Platform
			HCYCD2S		RHEL6	Ethernet – 1 Mgmt – 1 FC – 2	Mysql Version 5.5.12
2	2 CPU 6 Core Rack Server (Dell R810)	13	FWJCD2S	<ul style="list-style-type: none"> <li>• CPU 2* Intel(R) Xeon(R) CPU E7- 2803 @ 1.73GHz</li> <li>• Disk 300Gb x 4</li> <li>• MEMORY 2GB x 16 DVD Rom</li> <li>• Disk 300GB x 4</li> </ul>	RHEL6	Ethernet – 2	Apache Tomcat 2.2.15
			5XJCD2S		RHEL6	Ethernet – 2 Mgmt – 1 FC – 2	Seiscomp3 software and Reftek software
			JWJCD2S		RHEL6	Ethernet – 2	Apache Tomcat 2.2.15
			2XJCD2S		RHEL6	Ethernet – 1	JBOSS

							7.1.1
			HWJCD2 S		RHEL6	Ethernet – 1 FC – 1	Mysql Version 5.1.52
			3XJCD2S		RHEL6	Ethernet – 2 FC – 1	Ftp Server
			GWJCD2 S		RHEL6	Ethernet – 2 FC – 2	Mail Server
			CWJCD2 S		RHEL6	Ethernet – 1	SEISMIC DNS
			BWJCD2 S		RHEL6	Ethernet –1 Mgmt – 1 FC – 2	Manage Engine
			8WJCD2S		RHEL6	Ethernet –2 Mgmt – 1	Seiscomp 3 software in cluster
			4XJCD2S		RHEL6	Ethernet –1	Mysql Version 5.1.52
			1XJCD2S		Window Server 2008	Ethernet –1	Simpana commVault , Ver 10
			DWJCD2 S		RHEL6	Ethernet –1 FC – 1	JBOSS 7.1.1
3	SAN Switch MDS-9148 (CISCO)	2	JAF16214 79U	<ul style="list-style-type: none"> <li>• Total – 48 Ports</li> <li>• Licensed – 40 Ports</li> </ul>	CISCO Nexus	Mgmt –1 FC – 9	
			JAF16214 86W			Mgmt –1 FC – 16	
4	16 Port IP Based Raritan KVM Switch along with cables- (DLX- 116v3)	2	HKK2550 094	<ul style="list-style-type: none"> <li>• Port – 16</li> </ul>		Mgmt -1	
			HKK2550 095				
5	50TB usable SAN Storage System (Hitachi AMS2500)	1	87014458	<ul style="list-style-type: none"> <li>• Memory 16 GB</li> <li>• SAS Port – 8</li> <li>• FC Port – 8</li> <li>• Tray – 6</li> <li>• Disk 131 x 600GB</li> </ul>		Mgmt – 4 FC – 2	
6	50 TB	1	D849GD1	<ul style="list-style-type: none"> <li>• Drives 4 Storage</li> </ul>		Mgmt – 1	

	(uncompressed) LTO Gen 5 Tape Library System along with back-up software (Dell Tape Library-ML6000)			Slots 115		FC – 4	
7	CISCO L3 Switch-C3750 (WS-C375X-24T-S)	2	FDO1623 R1F1 FDO1623 R1CS	• Ports 1F+24G+2T		Ethernet – 48	
8	3 Port CISCO 2911 router with 2 Nos. of 10/100 ethernet (256 MB and 512 MB) Router-2911 CISCO2911 /K9	1	FGL1645 13BE	• Ports 2Fa+3Ge		Ethernet – 3	
9	Global Load Balancers- Radware-AppDirector HW Ver – A.2 (508 GTM)	1	31204344-1	• Ports -8 Gigabit Ethernet	Used for load Balancing	Ethernet – 2	
10	Raritan (Dominion LX 19) inches Sliding TFT Color	2	AFI1B000 39	VGA,Keyboard and Mouse Connector	Used for display all server in single screen	N/A	

	Moniter (Rack Mounted moniter with cables,keyb oard,mouse and touch pad)		AFI1B000 29				
--	--	--	----------------	--	--	--	--

## PRICE BID FORMAT

1)ISGN Components at Data Center NCS, New Delhi					
S.No	Item Description	Quantity	Unit Cost (Rs)	Applicable GST (Rs)	Total (Rs)
A	B	C	D	E	F=Cx(D+E)
1	4 CPU 10 Core Rack Server (Dell R910)	6			
2	2 CPU 6 Core Rack Server (Dell R810)	13			
3	SAN Switch MDS-9148 (CISCO)	2			
4	Raritan KVM Switch along with cables- (DLX-116v3)	2			
5	50TB usable SAN Storage System (Hitachi AMS2500)	1			
6	50 TB (uncompressed) LTO Gen 5 Tape Library System along with back-up software (Dell Tape Library-ML6000)	1			
7	CISCO L3 Switch-C3750 (WS-C375X-24T-S)	3			
8	3 Port CISCO 2911 router with 2 Nos. of 10/100 ethernet (256 MB and 512 MB) Router-2911 CISCO2911/K9	1			
9	CheckPoint-R75 (Firewall) Model No. T-110	2			
10	Global Load Balancers-Radware-AppDirector HW Ver – A.2 (508	1			

	GTM)				
11	Raritian (Dominion LX 19) inches Sliding TFT Color Monitor (Rack Mounted moniter with cables,keyboard,mouse and touch pad)	2			
12	Manpower	1			
<b>2)ISGN Components at Data Center INCOIS, Hyderabad</b>					
1	4 CPU 10 Core Rack Server (Dell R910)	6			
2	2 CPU 6 Core Rack Server (Dell R810)	13			
3	SAN Switch MDS-9148 (CISCO)	2			
4	16 Port IP Based Raritan KVM Switch along with cables-(DLX-116v3)	2			
5	50TB usable SAN Storage System (Hitachi AMS2500)	1			
6	50 TB (uncompressed) LTO Gen 5 Tape Library System along with back-up software (Dell Tape Library-ML6000)	1			
7	CISCO L3 Switch-C3750 (WS-C375X-24T-S)	2			
8	3 Port CISCO 2911 router with 2 Nos. of 10/100 ethernet (256 MB and 512 MB) Router-2911 CISCO2911/K9	1			
9					
10	Global Load Balancers-Radware-AppDitector HW Ver – A.2 (508	1			



	GTM)				
11	Raritian (Dominion LX 19) inches Sliding TFT Color Monitor (Rack Mounted moniter with cables,keyboard,mouse and touch pad)	2			
12	Manpower	1			
				<b>Grand Total</b>	

**Note:**

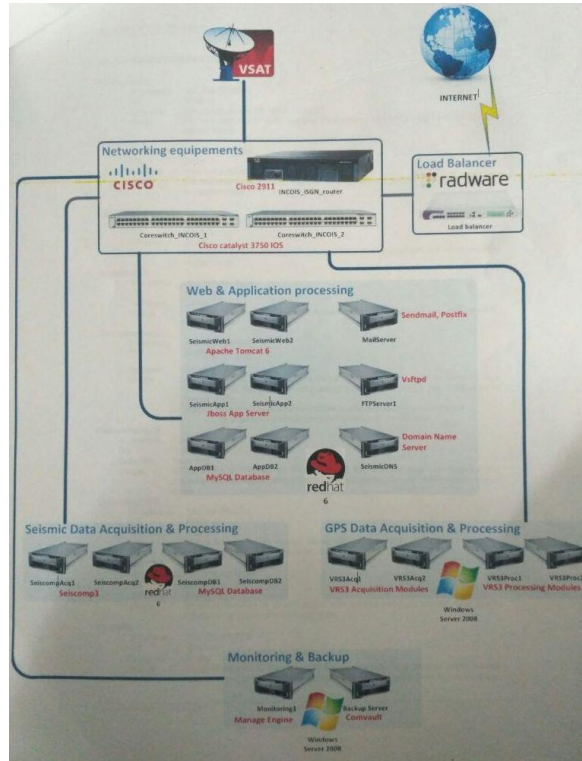
1. Financial evaluation shall be based on unit cost of all items. However quarterly bills should be submitted as per actual.
2. Above rates shall remain fixed during the contract period.
3. Unpriced Bill of Materials (BoM) should be submitted with the technical bid.
4. Price bid (in pdf format excluding note/instruction) shall be uploaded on eprocure.gov.in

Signature of Tenderer\_\_\_\_\_

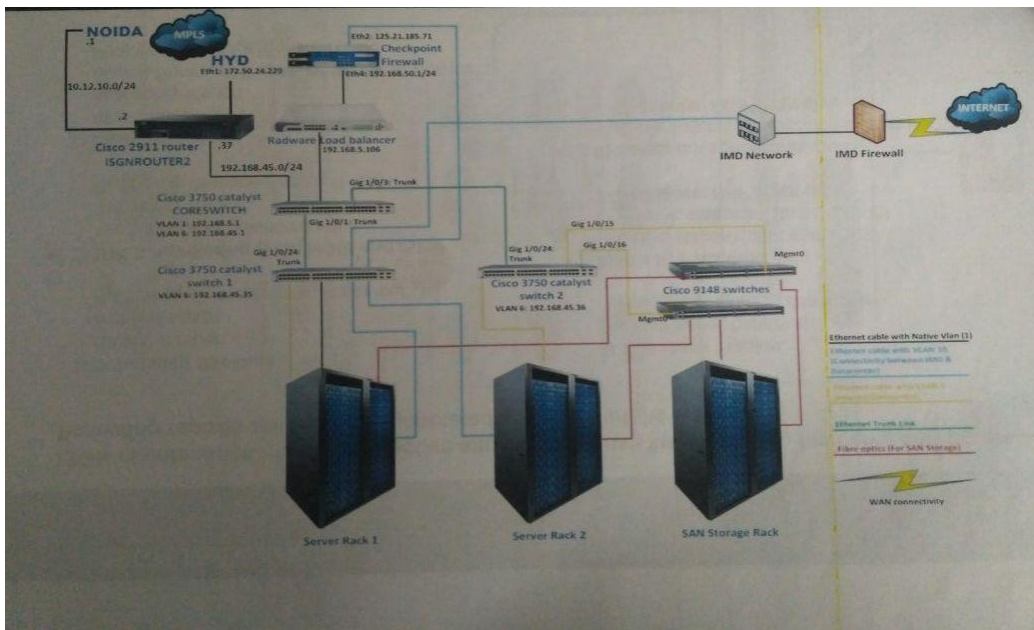
Seal of Tenderer\_\_\_\_\_

## BLOCK DIAGRAM OF ISGN NETWORK AND APPLICATION ARCHITECTURE

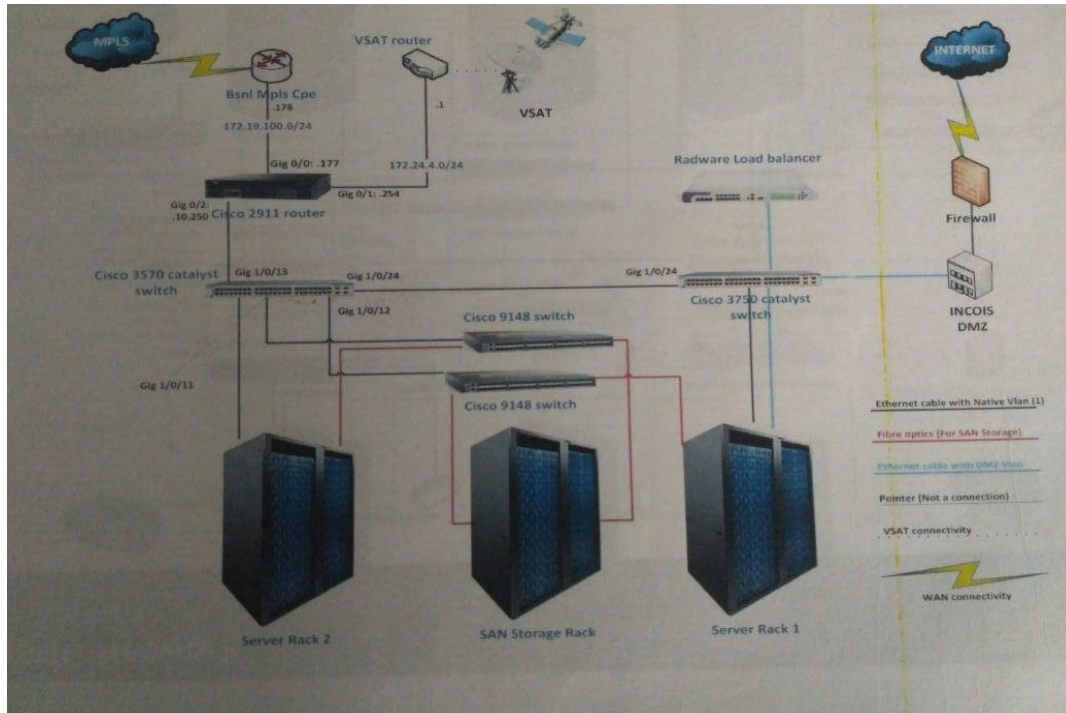
### 1) ISGN Network Application Architecture:



### 2) NCS Network Architecture:



### 3) INCOIS Network Architecture:



#### Service Locations:

##### NCS, New Delhi

National Centre for Seismology (NCS),  
Mausam Bhawan Complex,  
Lodi Road,  
New Delhi -110003.

##### INCOIS, Hyderabad:

Indian National Centre for Ocean Information Services (INCOIS),  
"Ocean Valley",  
Pragathi Nagar (BO), Nizampet (SO)  
Hyderabad-500090.

5. **Earnest Money Deposit (EMD):** Rs. 100,000/- (Rupees One lakhs only). EMD will be accepted in the form of FDR/ Bank Guarantee, and its validity period is 210 days from the date of opening of tender.
6. (a). Small Scale Industries (SSI), Micro and Small Enterprises registered with any Government bodies are exempted from submitting the Tender Fees and Earnest Money Deposit (EMD).  
(b). Other Firms, registered with DGS&D / NSIC, are also exempted for submitting Tender fees and EMD.  
(c). Exemption for submitting the Tender Fee and Earnest Money Deposit (EMD) will be valid only for validity of registration as on date of opening of tender.  
(d) The Bidder shall download the Tender Enquiry Document from the website <https://eprocure.gov.in/eprocure/app> and upload their tender ONLINE on <https://eprocure.gov.in/eprocure/app>, along with scanned copies of EMD in the form of Demand Draft/Bank Guarantee/FDR; and tender fee (tender document cost) in the form of Demand Draft (non-refundable) drawn on a commercial bank in India as mentioned in Para 4 above. Manual bids are not accepted..
7. All prospective Bidders are requested to attend the Pre Bid meeting. The venue, date and time of the Pre-Bid meeting are indicated in the Para 4 above.
8. In the event of the tender opening date being declared as holiday for the purchase organization, the tender will be opened on the next working day; the venue and time of tender opening remains the same.
9. **Purchaser:** The President of India,  
Through Director, National Center for Seismology  
Mausam Bhawan Complex, Lodi road, New Delhi-03  
Telefax No: 011-24619943