

e-Tender Document

Supply, Installation & Commissioning of Database/Application Server & System Software for SAMPARK

Tender No. SPIC/2022/66538

Date. 11/01/2022

**Society for Promotion of Information Technology in Chandigarh
(Under the aegis of Department of Information Technology, Chandigarh Administration)
Entrepreneur Development Centre Building, Chandigarh IT Park
Chandigarh 160101
Tele : 0172-2970450, 2970451
Website : www.spicindia.com**



Sealed Tender in 'two part' are being invited from reputed vendors for supply, installation & commissioning of Server & System Software for Sampark under Department of IT, Chandigarh Administration in the form of **e-Tender** as well as **sealed hard copy** of the same tender for the following job from reputed organizations having sufficient experience and credentials for successful supply, installation and commissioning of Server, supporting software and peripherals preferably in government / quasi-government organizations. Vendor should be capable of supplying, Installation & Commissioning of the Server under this tender.

Tender Processing Fee: - ₹ 2,000/- (Two Thousand only) in the form of Non refundable bank draft in favour of 'Society for Promotion of IT in Chandigarh' payable at Chandigarh must be submitted along with tender.

Earnest money deposit: The Tenderer has to submit a Bid Security /Earnest Money Deposit (EMD) of ₹1,00,000/- (One Lacs only) in the form of Bank Gurantee in favour of 'Society for Promotion of IT in Chandigarh' payable at Chandigarh along with the Technical Bid. Tenders that are not containing the Earnest Money Deposit (EMD)/Bid Security and Tender fees shall be rejected out rightly. EMD should be valid for at least Three months and should be in the Form of Bank Guarantee from reputed Bank. EMD of all unsuccessful bidders will be returned after completion of Tendering Process, however EMD of successful bidder will be returned on receipt of Performance Bank Guarantee.

Last date & time of submitting the tender (e-Tender & Hard Copy): 31st January'22 at 12:00PM

This Tender document can also be downloaded from e-tendering website of Chandigarh Administration - <https://etenders.chd.nic.in> or from SPIC's website <http://www.spicindia.com> and submit physical copy of the bid with Tender Processing Fee in favor of **SPIC** payable at Chandigarh in addition to submit the tender through e-Tendering website of Chandigarh Administration (<https://etenders.chd.nic.in>). **The tender of only those bidders would be qualified for tendering process, who are applied through e-Tendering as well as submit the Hard copy.**

SPIC reserves the right of accepting and/or rejecting any/all Tenders without assigning any reasons thereof.

The Offers should be submitted in two sealed covers one super scribed "Technical Bid" and other "Price Bid". Both covers shall be put in another sealed cover super scribing the envelope with "Tender for supply, installation & commissioning of SERVER for SAMPARK". Technical BID should also contain the Prospectus containing technical specifications of SERVER to be supplied under this tender.

The Technical bid cum qualification BID will be opened at **31st January'22 at 12:30PM at SPIC Office** on the same day in the presence of attending tenderers or their authorized representatives.

After opening of Technical bid, the capability and suitability of the bidders shall be evaluated and Price bid of the qualified bidders shall only be opened in the presence of the attending Bidders. The date of opening of Price bid will be informed to the qualified bidders.

Following are the Qualifying Criteria:



1. The Bidder must be registered/ incorporated under Indian Companies Act 1956/2013 & should be an established Authorized dealer engaged in the supply/ installation / maintenance Activities of IT Infrastructure items like Server, PCs etc. for more than 5 years in India.
2. The bidder should have an annual turnover of one core or more in each of the last 3 financial years (2017-2018,2018-2019,2019-2020). The bidder should submit Certificate from CA or Audited Balance sheets of last three financial years.
3. The bidder should have at least 5 technically competent and experience key personnel on its rolls and to be associated in this project for installation and servicing. The bidder should submit resumes of all such human resources, duly verified by authorized signatory.
4. The bidder should have successfully implemented at least 3 similar projects, each amounting to INR 30 Lacs for supply, installation and commissioning of various IT components like Servers, System Software etc.
Or
The bidder should have successfully implemented at least 6 projects, each project amounting to INR 15 Lacs for supply, installation and commissioning of various IT components like Servers, PCs etc.

The bidder should attach Work Order/Contract Letter along with commissioning Report.

5. The bidder should have successfully implemented at least one project amounting to INR 30 Lacs for supply, installation and commissioning of various IT components in Central Government /State Government/ Govt. PSUs.
Or
The bidder should have successfully implemented at least two projects, each project amounting to INR 15 Lacs for supply, installation and commissioning of various IT components like Servers, PCs etc. in Central Government /State Government/ Govt. PSUs.
The bidder should attach Work Order/Contract Letter along with commissioning Report.
6. The Bidder must be ISO 9001:2000 or above certified (copy of the certificate to be attached).
7. The Bidder should be an authorized partner for the product being quoted (supported by letter from OEM).
8. The bidder should have registered office in Tri City, operational for at least 5 years with adequate staff. The bidder should attach Undertaking from authorized signatory.
9. The bidder should have valid PAN and Service Tax Number. The bidder should attach Valid Certificates.
10. The bidder should not be joint venture/joint bidding/consortium and should be exclusively associated with supply and installation of Server and Server related components.
11. Even though the bidder meet the above qualifying criteria, they are subject to be disqualified in case of following conditions:
 - a. The bidder is in litigation with any Govt. Organization / Society / Trust / Board / Corporation.
 - b. The bidder has made any false representation in the forms, statements and attachments submitted in proof of the pre-qualification requirements.
 - c. The bidder has a record of poor performance such as abandoning of any allotted project, inability to complete any allotted project, delay in completion of any allotted project etc.
 - d. The bidder has been black listed by any Government or its organizations.

A self-certificate to this effect is required from the bidder. If at a later stage it is found that any Bidder has wrongly certified, the bidder shall be liable for action under the Criminal law.



Scope of work

The work to be rendered by the Vendor under this tender is supply, installation of Hardware & System Software and commissioning of the sold equipment and training at the users' premises. The tender should include the installation material wherever required.

It would be the responsibility of the selected vendor to supply and install all the materials at the State Data Centre (SDC). The vendor should co-ordinate with the Co-coordinators of the various Sampark Centers about the availability of the System Down time for installation of the new server and also finalize positioning of all the materials in coordination with SPIC and the in-charge SDC.

During the warranty period of all the materials, the vendor would also serve as a single point support services and should have proper backup of all the materials. In case of any hardware failure within the warranty period, the vendor should be able to provide standby hardware within 24 hours.

Two Server with similar configuration (Dell PowerEdge R730) is already being used as Sampark Server at SDC; installation of the new Server will be in line with the existing server along with the porting of existing licenses into new server would be the responsibility of the vendor.

The vendor would also be responsible any delay in the implementation process and may also be penalized @₹500/- per day for each day delay for the same. In case of any penalty levied, the same would be adjusted in the payment to the vendor.

Terms & Conditions:

1. The Tenderer must be required to deposit Tender Processing fee through Bank Draft drawn in favor of 'Society for Promotion of It in Chandigarh' payable at Chandigarh. No tender shall be accepted without the Processing Fee of Tender.
2. 80% payment will be made against submitted bill after installation and joint installation report of all items of the tender & remaining 20% after completion of the 90 days of successful operations.
3. The rates should be valid for at least 6 months.
4. The rates should be quoted in words as well as in figures in respect of each item.
5. Prices shall be INR, including all taxes.
6. All essential items including cables, connectors, etc. needed for the smooth operation of the equipment shall be assumed to have been included in the quoted price/items if these have not been quoted separately.
7. Installation, testing and commissioning of the equipment purchased is to be done by supplier at the site. No extra charges on account of installation and commissioning would be entertained.
8. Clause by clause compliance with the technical specification/Model/Make in this tender is required.
9. Technical specification/Model/Make shall be strictly as per the requirements laid down.
10. The Authorized Distributors /Authorized Service Providers of the brand (s) shall have to produce original certificate from the manufacturing company to the effect that they are authorized to quote, negotiate, sign documents, effect the deliveries and arrange after sale service on behalf of the manufacturing company. The said should be valid for the effective period with reference to this specific Tender; else the tender will be rejected.
11. **Necessary proof of registration is required to be attached by OEM against amended GFR 144(xi) vide notification F.18/37/2020-PPD dated: 08/02/2021 by Ministry of Finance, Govt. of India.**
12. **Period of delivery:** Should be within Thirty days from the date of opening of purchase order.



13. The vendor should quote and be capable to supply all the necessary accessories for the equipment. However, SPIC has the right to procure a part or a whole of equipment.

14. **Warranty:**

The manufacturer should give guarantee/warranty for a period **not less than three years for Hardware and Update support for at least One year for System Software**. If the equipment installed at one location is subsequently shifted to another location, the warranty services shall continue to be provided at new location without any additional financial implications. Undertaking that during warranty period, if any defect in the supplied equipment is noticed by the Purchaser, the supplier or his representative shall rectify the defect or replace the defective item free of cost at the installation site at the earliest possible, latest within a period of 1 day of notification and till that time supplier should arrange standby equipment.

15. **After Sales Service:**

- a. The name and complete address of the company in India authorized by the manufacturer, to provide after sales service for the equipment should be mentioned. The appointed authorized service provider should be holding a valid certificate from the manufacturer to this effect.
- b. The manufacturer should give an undertaking that after the warranty period, they shall provide spares and after sale service of the equipment in India for the normal lifetime of the equipment.
- c. **The manufacturer should give an undertaking that after expiry of the 3 years' warranty period for Hardware, they shall provide spares and after sale service of the equipment in India for the normal life time of the equipment during CAMC (Comprehensive Annual Maintenance Contract) for at least 2 years' period failing which SPIC reserves the right to blacklist the Vendor.**

16. The bidder should have enough infrastructure as well as qualified personnel to maintain the highly sophisticated equipment.

17. **Maintenance Training & Handholding Support:**

The bidder shall arrange for the training to the personnel of Sampark on various aspects like installation, operation and maintenance etc. of the equipment. Training shall be inclusive of repairing equipment defects, carrying out trouble -shooting, rectification and maintenance of the total system. The supplier shall be required to provide training of two technical personnel (free of charges) for duration of one week to operate the equipment. The exhaustive training of hardware / software training shall be conducted at the site.

The bidder shall arrange for the handholding support to the Sampark on various aspects like installation, operation and maintenance etc. of the equipment for at least one year. During handholding period the vendor should visit each State Data Centre at least once in a month for normal procedure of maintenance.

18. **Security Deposit:**

10% of the billed value (As per the Financial BID) will be kept as security deposit, which will be released after successful performance of the items for 3 years from the date of joint installation report is signed. **Security deposit should be submitted within 7 days from the date of issue of Letter of Indent (LOI) by SPIC and it should have validity of 3 years and 60 days from date of Issue.**

19. **Performance bank guarantee (PBG) for CAMC:**



No Performance Bank Guarantee is required to be submitted for CAMC period at initial stage since it is optional. However, if SPIC opt for CAMC during any stage, then PBG @10% for the total CAMC Price is also required to be deposited by the Bidder within 7 days from the date of issue of Purchase Order. PBG for CAMC should be valid for sixty days over and above the Contact Duration and should be in the Form of Bank Guarantee from reputed Bank.

20. SPIC reserve the right to purchase varying quantity of material, less or more than the quantity specified in the tender.
21. SPIC reserves the right to reject any/all tenders or cancel the accepted tenders without assigning any reason.
22. Tender paper should be signed in all pages with seal and rate of each item should be entered in the tender form in the specified pages of the tender. Total amount should be calculated and entered in the sheet included in the tenders.
23. Tenderers should quote all items of the tender. Partial quoting will not be accepted.
24. The tender should be prepared & submitted after carefully perusing the complete tender document (including the guidelines, instructions, terms and conditions, nature & scope of work, specifications of the equipment to be supplied & work to be performed etc.)
25. Only those Tenderer(s) who meet all the guidelines and terms & conditions in all respects should submit their tender, complete in all respect, after perusing complete tender document.
26. The specifications of the equipment are en closed as Annexure-I.
27. Please confirm that only original equipment(s) and components will be supplied by you.
28. Please note that the SPIC reserves the right to place orders in part(s) or part thereof for individual items (if needed) on the rates quoted by you.
29. Please quote all price/s inclusive of all taxes and duties.



BILL OF QUANTITY & PERFORMA FOR PRICE BID
Tender No: SPIC/2022/66538 dated:11/01/2022

To,

The Chief Executive Officer,
Society for Promotion of IT in Chandigarh (SPIC)
Entrepreneur Development Centre Building,
Chandigarh IT Park, Chandigarh

From,

Sr.	Description of Equipment	Unit Price	Tax	Total Unit Price	Qty.	Total Price
1	Database cum Application Server (Detail Specification attached in Annexure I)				2	
2	Dedicated Clustering Software for 2 Servers (Detail Specification attached in Annexure I)				1	
3	Windows Server 2012 Std. Edition or higher with 5 CAL				2	
4	SQL Server Std. 2012 or higher – 2 Core License				6	
5	External Connector for Sr.1				2	
GRAND TOTAL						

Place:

(Signature of authorized person with seal)

Date:

NOTE: BID MUST BE SUBMITTED ON LETTERHEAD OF THE COMPANY

Note:

1. The commercial figure quoted will be an all-inclusive figure – inclusive of out-of pocket expenses and all taxes, duties, etc. payable. No out-of-pocket expenses will be reimbursed separately.
2. Should the commercial quote include separate out of pocket expenses or any taxes, duties, etc., other than mentioned above, such a commercial proposal would be treated as an invalid.
3. SPIC reserves the right to increase or decrease quantity of any components.



Annexure I

SPECIFICATIONS OF THE SERVER

PROCESSOR: 64 bit Intel® Xeon® processors with Clock Speed of 2.4 GHz or above with minimum of 2 processor, each processor having 6 cores. Processor should be of latest series /generation for the server model and support should be for a minimum of 5 years. **OPERATING SYSTEM:** Support for x64 bit Red Hat Linux Enterprise Linux 5/6 & Windows Server 2008/2012. **MEMORY:** minimum 64 GB ECC or equivalent RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory should support ECC and memory mirroring upgradable up to 128 GB; **CACHE:** Total Cache to be minimum 15 MB per processor socket. ; **STORAGE:** Minimum 8 x 300 GB (or higher) SAS / SATA hot plug drives 10K RPM or higher in RAID 0, 1 combinations with provision of mirroring of OS and provision of maintaining data for certain specific applications. ; **PORTS/SLOTS:** 4 Ethernet ports of minimum 10/100/1000 Mbps; 4 nos. USB 2.0 compliant ports. All cards should be on 64 bit PCI-X/PCI-e slots with minimum 4 PCI. 25% of total slots should be free for future expansion; that is the Bidder should not consume more than 75% available slots in the server; Dual Port HBA CARD for SAN Connectivity; DVD: 1 DVD R/W Drive. ; **POWER:** minimum Dual Redundant Power Supply Hot pluggable; Power Supply must be able to support the fully loaded configurations; **OTHERS:** The Server chassis should be fitted with HS fan modules fully loaded. The server should be capable of generating failure alerts for CPU, memory, hard disks, voltage regulator module & power supply, HS fans etc. and the OEM should provide warranty / AMC replacement based on PFA. Necessary software and scripts for automatic cluster failover and load balancing within cluster to be supplied for cluster based solutions; **STANDARDS:** The server quoted must conform to the international FCC standard or equivalent. It should have seamless failover without manual intervention; management of the OS and the partitions (if required) in the servers. **MANAGEMENT:** Local system management and control. It must enable complete access, monitoring and control from console. Required hardware and software from the same OEM (no third party software is applicable) must be supplied. The Volume Manager and file system on the server should support heterogeneous storage models from different OEMs. **FORM FACTOR:** 1U/2U Rack mountable with rack mounting accessories. **WARRANTY:** At least 3 years onsite comprehensive warranty from the OEM.

SPECIFICATION OF THE CLUSTERING SOFTWARE

support of clustering configuration: Shared Disk Type / Data Mirroring Type / Hybrid Clustering; **No Hardware / Application dependency;** LAN / WAN configuration; Physical / Virtual configuration Cloud environment support (AWS etc.); Active-Standby / Active-Active / M+1 Standby / M+n Standby, etc ; Both automated and manual failover support **Supported monitoring capability:** Monitors network, hardware, OS and application not to miss a failure which leads to system disruption By using dedicated monitoring agent, should detect not only application termination but also abnormal status or hang-up status of the application through its proactive response monitoring. **Web-based management tools :** Enables to monitor Windows and Linux system with integrated viewer Intuitive GUI for clustering configuration to prevent setting mistake Cluster configuration can be extracted to configuration file which can be applied to another cluster **Support for resolution methods to prevent Split-Brain :** Realize accurate alive monitoring against other servers by multiple use of heartbeat path (LAN heartbeat, COM heartbeat, Disk Heartbeat and LAN Kernel heartbeat) **Efficient use for narrow network environment :** Enables to transfer data by compress before sending it to network. Average 50% reduction I data size as compared to the normal transfer. **Quick resynchronization by Fast Sync Technology:** Copies only updated blocks (differential mirroring feature) at the time of recovery of failed server. **Green IT Enabled:** By reducing stand-by server CPU clock, user can save on power consumed by standby server around 20%, leading to lower cost of operations and greener IT.