



Ref:INCOIS:PUR:54/2019

August 19, 2019

**Request for Proposal for "Supply, Installation and Commissioning of Servers, Storage and Backup Solution for INCOIS along with three years standard onsite warranty and four years CAMC (3+2+2) at INCOIS, Hyderabad"**

Dear Sirs,

On behalf of Director, ESSO-INCOIS tenders are invited in "Two Bid System" (Techno Commercial Bid and Price Bid) from bidders with appropriate registration having adequate resources and setup and dealing with similar works for "Supply, Installation and Commissioning of Servers, Storage and Backup Solution". The offers, in the prescribed format, shall be submitted online at <http://eprocure.gov.in/eprocure/app> as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending, bidders must be registered with Public Procurement <http://eprocure.gov.in/eprocure/app>.

1.	Name of the work	:	<b>Supply, Installation and Commissioning of Servers, Storage and Backup Solution for INCOIS along with three years standard onsite warranty and four years CAMC (3+2+2) at INCOIS, Hyderabad</b>
2.	Submission of Bid	:	<b>Please note that the subject tender has to be submitted online via our e-tender portal <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a></b>
3.	Type of Bid	:	<b>Two Bid; Cover I - Techno-Commercial Bid, EMD of Rs 7,50,000/- or USD 11,000/-  Cover II - Price Bid in the prescribed format.</b>
4.	Clarifications end date	:	<b>1500 Hrs of September 02, 2019</b>
5.	Bid submission due date online	:	<b>On or before 1500 Hrs of September 19, 2019</b>
6.	Bid opening date	:	<b>After 1500 Hrs of September 20, 2019</b>
7.	Bid validity	:	<b>90 days from the date of opening of tender</b>
8.	Completion Period	:	<b>Delivery within 8 weeks from the date of issue of order and Installation with-in one month from date of supply and acceptance of the material</b>

Being an e-tender the bid have to submitted online in the e-tender portal i.e., <https://eprocure.gov.in/eprocure/app>. Kindly refer **Appendix** for the detailed procedure. For any assistance, please contact the following Officers: Mr. Devendra Kumar /Mr. R V Giridhar, Phone No. 040-2388 6055/2388 6074, email: [devendra.kumar@incois.gov.in](mailto:devendra.kumar@incois.gov.in) / [rvgiridhar@incois.gov.in](mailto:rvgiridhar@incois.gov.in)

INCOIS may, at its discretion, extend the deadline for submission of bids by issuing an Amendment, in which case all rights and obligations of the Owner and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

Postal Address	Location Address
Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India, "Ocean Valley", Pragathi Nagar (BO), Nizampet (SO), Hyderabad - 500 090	Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India, "Ocean Valley", Survey No.342/3, Beside ALEAP, Near Pragathi Nagar, Opp. JNTU-Kukatpally, Hyderabad 500 090 Ph.No.040-2388 6000; Fax No.040-23892910

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**1. Introduction:** The Indian National Centre for Ocean Information Services (INCOIS), Hyderabad, an autonomous body under Ministry of Earth Sciences (MoES), Govt. of India is engaged in providing ocean information and advisory services. INCOIS deals with the projects related to tsunami early warning system, ocean state forecast, ocean observing systems, ocean modelling, satellite oceanography, coastal geospatial applications, ocean data and information management and web-based services relevant to societal needs.

INCOIS has a data warehouse of ocean related information gathered from various institutions in India related to marine data collection. Some of the potential users of INCOIS services include Fishing Community, State Fishery Department, NITI Ayog, Ports and Harbours, Shipping Industry, Navy, Coast Guard, NHO, Central Pollution Control Board, etc.

INCOIS has a vision to emerge as a knowledge and information technology enterprise for the oceanic realm with a focus on:

- Developing capability to forecast critical ocean parameters, processes and phenomena, which have significant societal, economic and environmental benefits
- Providing scientific and technical support for ecosystem-based management for sustainable use of resources.
- Defining and deploying satellite and in situ-based ocean observing system to support forecasting and ecosystem-based management system.
- Synergy and knowledge networking with centres of excellence in ocean sciences, atmospheric sciences, space applications and information & communication technology as well as translating this scientific knowledge into useful products and services became the cornerstones of INCOIS in its pursuit for organisational excellence, national relevance and international significance.

## 2. Scope of Work

- Supply, Installation, Configuration and Commissioning of Servers, Storage and back-up solution at INCOIS, Hyderabad.

- Providing Standard onsite Warranty support for a period of three years from the date of joint acceptance, along with back-to-back support from OEM for the bill of material.
- Providing CAMC support for 4<sup>th</sup> and 5<sup>th</sup> year along with back-to-back support from OEM for the bill of material.
- Providing CAMC support for 6<sup>th</sup> and 7<sup>th</sup> year along with back-to-back support from OEM for the bill of material.

### 3. Detailed Technical Specifications

**NOTE:**

- Bidders should offer models with a standard onsite warranty of three years, CAMC for 4th, 5th, 6th and 7th years along with OEMs Back-to-Back support.
- Bidders to offer Servers from reputed brands like HP, Dell, Lenovo, Fujitsu or substantially equivalent.
- The detailed specifications given are minimum and offers with higher configuration are acceptable.

<b>a. Server Type1: Rack Mounted Servers - 06 No's</b>	
Processor & Architecture	Single CPU Intel Xeon Gold Processor 16 cores 2.80 GHz achievable using latest version processor
Cache	22 MB L3 on chip Cache
RAM	32 GB DDR4 RAM
SSD's	4 x 960 GB SSD drives with 6G SATA/SAS and with 3DWPD
RAID Support	Should support Raid 0,1,5
Storage Controller	Should be supplied with 6Gbps Raid Controller with 2GB Flash Backed Write Cache.
DVD Writer	DVD - RW
Network	4 x 10/100/1000 on board Giga bit Ethernet ports 2 No's of 10Gbps Ethernet ports (UTP/Copper) 1x RJ-45 10/100/1000 Mb Ethernet systems for management port
HBA Card	Dual Port 16Gbps HBA Card
Ports	USB 3.0 Ports - 3 Nos
PCI Express slots	Server should have 4 No's PCI express 3.0 slots available from day one
Remote Management	Server should support remote management Should support browser based Graphical Remote Console Virtual Power button, Remote boot using USB / CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media / image/folder Server power capping and historical reporting Should have support for multifactor authentication.
Power	Redundant hot swap power supplies and cooling fans
Other	Other standard required cables/connectors (Indian power cards, USB cable, etc)
Licenses	All licenses required for the H/W implementation and managing servers should be included as part of the solution.
Warranty	7 (3+2+2)
CAMC	years
	3 Years standard onsite warranty
	4 Years CAMC

<b>b. Server Type2: Rack Mounted Servers - 04 No's</b>	
Processor & Architecture	Single CPU Intel Xeon Gold Processor 16 cores 2.80 GHz achievable using latest version processor
Cache	22 MB L3 on chip Cache
RAM	64 GB DDR4 RAM.
SSD's	8 x 960 GB SSD drives with 6G SATA/SAS and with 3DWPD
RAID Support	Should support Raid 0,1,5
Storage Controller	Should be supplied with 6 Gbps Raid Controller with 2 GB Flash Backed Write Cache.
DVD Writer	DVD - RW
Network	4 x 10/100/1000 on board Giga bit Ethernet ports

		2 No's of 10Gbps Ethernet ports (UTP/Copper) 1x RJ-45 10/100/1000 Mb Ethernet systems for management port
HBA Card		Dual Port 16Gbps HBA Card
Ports		USB 3.0 Ports - 3 Nos.
PCI Express slots		Server should have 4 No's PCI express 3.0 slots available from day one
Remote Management		Server should support remote management Should support browser based Graphical Remote Console Virtual Power button, Remote boot using USB / CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media / image/folder Server power capping and historical reporting Should have support for multifactor authentication.
Power		Redundant hot swap power supplies and cooling fans
Other		Other standard required cables/connectors (Indian power cards, USB cable, etc)
Licenses		All licenses required for the H/W implementation and managing servers should be included as part of the solution.
Warranty	7 (3+2+2)	3 Years standard onsite warranty
CAMC	years	4 Years CAMC

<b>c. Server Type3: Rack Mounted Servers - 01 No's</b>		
Processor & Architecture		Single CPU Intel Xeon Gold Processor 16 cores 2.80 GHz achievable using latest version processor
Cache		22 MB L3 on chip Cache
RAM		64 GB DDR4 RAM.
SSD's		8 x 960 GB SSD drives with 6G SATA/SAS and with 3DWPD
RAID Support		Should support Raid 0,1,5
Storage Controller		Should be supplied with 6Gbps Raid Controller with 2GB Flash Backed Write Cache.
DVD Writer		DVD - RW
Network		4 x 10/100/1000 on board Giga bit Ethernet ports 2 No's of 10Gbps Ethernet ports (UTP/Copper) 1x RJ-45 10/100/1000 Mb Ethernet systems for management port
Ports		USB 3.0 Ports - 3 Nos
PCI Express slots		Server should have 4 No's PCI express 3.0 slots available from day one
Remote Management		Server should support remote management Should support browser based Graphical Remote Console Virtual Power button, Remote boot using USB / CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media / image/folder Server power capping and historical reporting Should have support for multifactor authentication.
Power		Redundant hot swap power supplies and cooling fans
Other		Other standard required cables/connectors (Indian power cards, USB cable, etc)
Licenses		All licenses required for the H/W implementation and managing servers should be included as part of the solution.
Warranty	7 (3+2+2)	3 Years standard onsite warranty
CAMC	years	4 Years CAMC

<b>d. Server Type4: Rack Mounted Servers - 03 No's</b>		
Processor & Architecture		Two CPU Intel Xeon Gold Processor 16 cores 2.80 GHz achievable using latest version processor
Cache		22 MB L3 on chip Cache
RAM		64 GB DDR4 RAM.
SSD's		8 x 960 GB SSD drives with 6G SATA/SAS and with 3DWPD
RAID Support		Should support Raid 0,1,5
Storage Controller		Should be supplied with 6Gbps Raid Controller with 2GB Flash Backed Write Cache.
DVD Writer		DVD - RW

Network	4 x 10/100/1000 on board Giga bit Ethernet ports 2 No's of 10Gbps Ethernet ports (UTP/Copper) 1x RJ-45 10/100/1000 Mb Ethernet systems for management port	
Ports	USB 3.0 Ports - 3 Nos	
PCI Express slots	Server should have 4 No's PCI express 3.0 slots available from day one	
Remote Management	Server should support remote management Should support browser based Graphical Remote Console Virtual Power button, Remote boot using USB / CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media / image/folder Server power capping and historical reporting Should have support for multifactor authentication.	
Power	Redundant hot swap power supplies and cooling fans	
Other	Other standard required cables/connectors (Indian power cards, USB cable, etc)	
Licenses	All licenses required for the H/W implementation and managing servers should be included as part of the solution.	
Warranty	7 (3+2+2)	3 Years standard onsite warranty
CAMC	years	4 Years CAMC

<b>e. Server Type5: Rack Mounted Servers - 02 No's</b>		
Processor & Architecture	Single CPU Intel Xeon Gold Processor 16 cores 2.80 GHz achievable using latest version processor	
Cache	22 MB L3 on chip Cache	
RAM	64 GB DDR4 RAM.	
SSD's	2 x 960 GB SSD drives with 6G SATA/SAS and with 3DWPD, 4 x 3.84 TB SSD drives with 6G SATA/SAS and with 3DWPD	
RAID Support	Should support Raid 0,1,5	
Storage Controller	Should be supplied with 6Gbps Raid Controller with 2GB Flash Backed Write Cache.	
Graphics Card	NVIDIA 8 GB Graphics Card	
DVD Writer	DVD - RW	
Network	4 x 10/100/1000 on board Giga bit Ethernet ports 2 No's of 10Gbps Ethernet ports (UTP/Copper) 1x RJ-45 10/100/1000 Mb Ethernet systems for management port	
Ports	USB 3.0 Ports - 3 Nos	
PCI Express slots	Server should have 4 No's PCI express 3.0 slots available from day one	
Remote Management	Server should support remote management Should support browser based Graphical Remote Console Virtual Power button, Remote boot using USB / CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media / image/folder Server power capping and historical reporting Should have support for multifactor authentication.	
Power	Redundant hot swap power supplies and cooling fans	
Other	Other standard required cables/connectors (Indian power cards, USB cable, etc)	
Licenses	All licenses required for the H/W implementation and managing servers should be included as part of the solution.	
Warranty	7 (3+2+2)	3 Years standard onsite warranty
CAMC	years	4 Years CAMC

<b>f. Server Type6: Rack Mounted Servers - 01 No's</b>		
Processor & Architecture	Single CPU Intel Xeon Gold Processor 6 cores 3.4 GHz achievable using latest version processor	
Cache	19.25 MB L3 on chip Cache	
RAM	32 GB DDR4 RAM	
SSD's	4 x 960 GB SSD drives with 6G SATA/SAS and with 3DWPD	
RAID Support	Should support Raid 0,1,5	
Storage Controller	Should be supplied with 6Gbps Raid Controller with 2GB Flash Backed Write	

		Cache.
DVD Writer		DVD – RW
Network		4 x 10/100/1000 on board Giga bit Ethernet ports 1x RJ-45 10/100/1000 Mb Ethernet systems for management port
Ports		USB 3.0 Ports - 3 Nos, Serial port -1 No.
PCI Express slots		Server should have 4 No's PCI express 3.0 slots available from day one
Remote Management		Server should support remote management Should support browser based Graphical Remote Console Virtual Power button, Remote boot using USB / CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media / image/folder Server power capping and historical reporting Should have support for multifactor authentication.
Power		Redundant hot swap power supplies and cooling fans
Other		Other standard required cables/connectors (Indian power cards, USB cable, etc)
Licenses		All licenses required for the H/W implementation and managing servers should be included as part of the solution.
Warranty	7 (3+2+2)	3 Years standard onsite warranty
CAMC	years	4 Years CAMC

<b>g. Server Type7: Rack Mounted Servers - 03 No's</b>		
Processor & Architecture		Single CPU Intel Xeon Gold Processor 16 cores 2.80 GHz achievable using latest version processor
Cache		22 MB L3 on chip Cache
RAM		32 GB DDR4 RAM
SSD's		6 x 960 GB SSD drives with 6G SATA/SAS and with 3DWPDP
RAID Support		Should support Raid 0,1,5
Storage Controller		Should be supplied with 6Gbps Raid Controller with 2GB Flash Backed Write Cache.
DVD Writer		DVD – RW
Network		4 x 10/100/1000 on board Giga bit Ethernet ports 2 No's of 10Gbps Ethernet ports (UTP/Copper) 1x RJ-45 10/100/1000 Mb Ethernet systems for management port
Ports		USB 3.0 Ports - 3 Nos.
PCI Express slots		Server should have 4 No's PCI express 3.0 slots available from day one
Remote Management		Server should support remote management Should support browser based Graphical Remote Console Virtual Power button, Remote boot using USB / CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media / image/folder Server power capping and historical reporting Should have support for multifactor authentication.
Power		Redundant hot swap power supplies and cooling fans
Other		Other standard required cables/connectors (Indian power cards, USB cable, etc)
Licenses		All licenses required for the H/W implementation and managing servers should be included as part of the solution.
Warranty	7 (3+2+2)	3 Years standard onsite warranty
CAMC	years	4 Years CAMC

<b>h. Operating System Licenses Details</b>		<b>Nos.</b>
Red Hat Enterprise Linux Latest Version with Media and Licenses and 7 years subscription and support		16 No's
Windows Server Standard Edition 2016 (It should support degradable to 2012 Standard) with 5 concurrent users, Media and Licenses		4 No's

<b>i. 24 port SAN Storage Switch Specifications - 2 No's</b>	
Two numbers SAN Switches to be configured in high availability mode.	
SAN switch with minimum 24 ports, 16 Gbps full duplex ports, populated and active	

SFP/SFP+.
15 meters FC patch cables should be supplied for all the ports
All the ports should operate at 16Gbps and auto-negotiate to 4/8/16 Gbps FC speeds.
Should perform Non disruptive Microcode / firmware Upgrades and hot code activation.
The switch must be capable of creating hardware-based isolated environments with a single physical SAN fabric or switch. Each such isolated environment or Virtual SAN/fabric within the switch should be capable of being zoned as a typical SAN and should be able to maintain its own fabric services, its independent Zoning database, Name Servers and Fabric shortest path first (FSPF) processes etc.
Support for web based management GUI, CLI, SMI-S, SNMP, Secure Socket Layer (SSL) Secure Shell (SSH) should also Support.
The switch must be able to support port aggregation of minimum 8 physical Fiber Channel ports to provide aggregated links.
Switch should provide advanced Zoning capabilities.
Switch should allow health, and performance monitoring capabilities in real time example port utilizing higher bandwidth.
It shall be possible to configure the switches with alerts based on threshold values for temperature, fan status, Power supply status, port status, etc.
Switch shall support POST and online/offline diagnostics including RAS trace logging, environmental monitoring, non-disruptive daemon restart, FC Ping and path info (FC Trace Route), port mirroring (SPAN Port).
The SAN Switch should support HW Compression for FC-IP functionality and IP Sec encryption.
The switch must support role-based administration by allowing different administrators different access rights to the switch.
Throughput of the each switch should be 384 Gbps or more
All required cables, connectors and labeling shall be supplied and configured as per TIA-942 standards.
One 100/1000 Mb Ethernet port (UTP, RJ45); one RS-232 port (RJ45); one USB port (for Additional firmware/log/configuration files storage).
Two fans built into each power supply, 2+2 cooling redundancy with two power supplies, Up to two redundant hot-swap power supplies.
Warranty: 3 years on-site warranty
CAMC: 4 years

<b>j. Storage Specifications - 1 No.</b>
Architecture:: Should have minimum of 4 host ports per controller of 16 Gbps each.
Storage Controller: Dual controller configuration running in an active-active mode.
Storage Controller: Non-disruptive controller failover should be supported.
Back-end Connectivity (Disk Connectivity): The Storage should have 12 Gbps SAS Connectivity / 16 Gbps Fiber Channel connectivity/Fibre Channel over Ethernet.
Protocol Support: The Storage solution should support block-based incorporating Fibre Channel (FCP).
Cache: Vendor should provide minimum 32 GB of Controller Cache and scalable to 64 GB Controller cache within the same box. SSD/Flash and Gateway appliance cache are not considered to be Controller Cache. The data in cache shall not be lost in case of power failure. Specify the mechanism used. In case of battery backup, a minimum of 48 hours of backup shall be provided or shall de-stage to disk.
LUNs: Should support minimum of 1000 LUNS
LUNs: Should provide capability for dynamic expansion and shrinking of LUNs.
LUNs: Storage should have ability to stripe the data across multiple raid groups in order to Improve performance LUN binding and masking license for at least 10 servers. Non- disruptive online microcode upgrades without impact on any application connected to storage system.
Storage: 60 TB of usable storage capacity using SAS HDDs on RAID 6 with 6D+2P Configuration.
I/O: Automatic rerouting of I/O traffic from the host in case of primary path failure. The I/O Interfaces from the servers shall be load balanced.
Storage: Scalable to 100 TB under the same controller pair, keeping the already configured disk drives. The future scalability should be supported with all software / licenses / cables and connectors for future upgrade
Disk Drives: 1.2 TB 10K rpm SAS HDD's, used to configure usable 30 TB storage capacity

Disk Drives: 4 TB 7.2K rpm NL SAS HDD's, used to configure usable 30 TB storage capacity
Disk Drives: Proposed Storage should be configured with sufficient Spare Drives using a formula of one spare drive for every 5 Drives.
RAID Support: It should support RAID 0, 1, 5, 6, 10.
RAID Support: Should allow dynamic RAID configuration and expansion.
RAID Support: RAID-level intermixing for optimal protection, performance to be provided.
RAS: Non-disruptive component replacement/upgrade of interfaces, disk controllers, disk drives, power supply & battery systems, cooling fans and microcode updates. There shall be Redundant power supplies with provision for connecting to power inputs from different sources. Pro-active maintenance, self-monitoring, self diagnosing and wherever possible, self repairing features wherever possible. Call Home feature to send email alert messages to vendor support organization
Other: Interoperability Matrix should be publicly available. The storage system shall be guaranteed to be fully compatible for Host Bus Adapters. Clustering Solution and OS offered with the Servers. SAN storage that have reached end-of-life/end of sale shall not be quoted.
OS Support: The storage subsystem that is configured should be able to connect to RHEL, SUSE Linux and Microsoft Windows Server edition 2012 and 2016.
Cluster Support: The storage array should be provided with support for multiple clusters of various operating systems mentioned above.
Connectivity: The Storage box should be connected to the servers through SANswitches (Specifications of the SAN Fabric Chassis is mentioned).
SAN Support: FC Switches support to be provided.
LAN Support: LAN Switch support to be provided.
Redundancy and Data Protection: No single point of failure.
Concurrent maintenance: Redundant and hot swappable components.
Redundancy and Data Protection: Dual controllers, cluster failover, and path failover support.
Redundancy and Data Protection: The LUN or Volume ownership through one controller should be able to be switched to the other controller in the event of storage failure.
Storage Management Software: Vendor specific software to be provided. Should be best in class.
Storage Management Software: Easy configuration and monitoring the storage system from a browser-based interface.
Storage Management Software: Centrally Managed using Central management interface (GUI).
Storage Management Software: Web-enabled monitoring via any browser.
Storage Management Software: Configure volumes, perform routine maintenance and add new enclosures and capacity without downtime on data accessibility.
Storage Management Software: Expand logical volumes without disrupting operations.
Storage Management Software: Flash Copy to make point-in-time copies of logical volumes
Support for Dynamic Volume Expansion: Dynamic RAID Level Migration.
Support for Dynamic Volume Expansion: Point in time Copy should be supported.
Support for Dynamic Volume Expansion: Multi Path and Load Balancing.
Redundancy and Hot Replacement: Disk Drives
Redundancy and Hot Replacement: Power Supplies.
Redundancy and Hot Replacement: Fans.
Redundancy and Hot Replacement: Controller Boards (Dual Configuration).
Redundancy and Hot Replacement: Battery.
Other Features: Should support full volume copy
Other Features: Flash copy/Snapshot and volume Copy licenses to be provided for entire capacity that is supported for the storage subsystem
Other Features: Thin-provisioning should be provided and the User interface should be able to show the allocated and actual used space with-out need for logging into individual servers

<b>k. Backup Software Specifications - 01 No.</b>
The proposed Backup server Solution shall be available on 64-bit OS platforms and shall have the capability to support for all major Operating systems.(Linux/Unix/Windows)
It should provide a user-friendly enterprise console that enables the administrator to Manage the Storage Manager from any platform in the enterprise via a Web-based interface. This should allow the administrator to navigate, logon and perform function.
Full backup of data base systems shall be possible to be taken without bringing the production system down, with full data base consistency and without affecting the performance to the users in any way.



The proposed backup solution must not require separate licensing when upgrading from a lower end server (1-2 CPU-based server) to higher end server (4and CPU-based server)
Restore feature: System shall be configured for full restoration of the backed up data to the Respective storage.
Backup software shall support and configured Scheduled automated restores to perform periodic restore drills.
Backup software shall offer consistent Graphic user interface
Backup Software shall offer Extensive-reporting capabilities to monitor the health of Backups.
The backup software should support application based model of licensing.
The proposed backup solution supports the capability to write up to 32 data streams.
The backup software must provide near real time monitoring and reporting of the backup Environment. It should provide a graphical representation and monitoring of trends and current status.
Software shall support event notification to notify backup administrator about events like Job Failed or Job aborted etc
Backup software shall support LAN FREE backup in SAN environments. The proposed backup solution shall be configured with unlimited client and media licenses for both SAN based backup and LAN based backup.
The proposed backup solution shall be configured with unlimited client and media licenses for both SAN based backup and LAN based backup.
Software shall offer centralized management console to remotely monitor backups
The proposed backup solution has in-built media management and supports cross platform device and media sharing in SAN environment. It provides a centralized scratched pool thus ensuring backups never fail for media.
Software shall support Raw device backup of Windows/Linux/UNIX based system
The Backup software should use the RDBMS to store the catalogue and configuration information.
The Backup software should have the capability to dynamically add the storage space for the RDBMS, which stores the catalogue & configuration information.
The backup software should have capability to configure automated backups with customized frequency based scheduling based on the backup policy. In addition the software should also have capability for user-initiated backup
The Software should have a capability to define Polices centrally based on Business Requirements. E.g. What Data to be backed up , where to store the Data , Retention period & Number of versions
The software should be flexible and configurable to adapt to organization's backup policy.
The software should be Fast file-system backups with high performance multi-streaming
The Polices defined centrally should be applied to Data & not restricted to tape media's. This is to optimally reuse the tape media. The proposed backup solution should allow creating tape clone facility after the backup process.
The Software should use the available media efficiently by writing the full and incremental data on to the same tape as long as the space is available on the tape media
The Backup Software shall provide web / Java based client interface, which can be accessed from any location.
The backup software should have application awareness for software like Databases and Messaging solution provided by the vendor.
The software should have capability to retrieve selectively based on search criteria
The software should have capability to backup the entire configuration of the server and restore it from scratch the entire system including configuration when in a scenario of hardware failure
The backup software should also include fully fledged Media Library Management, including complete and automated offsite tape management, creation of pickup and drop lists, tracking of tapes, etc
The software should support Encryption & should have provision to delegate Administrative task.
The proposed backup software should use the same API for software or hardware DE duplication
The backup software should support backup to disk via Fiber channel
The software inbuilt reporting tool must has the ability to create customize reports without any additional purchase of another reporting module or 3rd party reporting module

Must be capable of “block level” backups for Bare Metal Recovery of Physical servers
Ability to support and manage snap shot based backup, and file based backup “ under one roof “ while maintaining granular file level recovery.
The proposed backup software should give the option to allow de duplication to be done either on the Application Server or on the Backup Server or at the Target Device.
The proposed backup software should support contextual search based on meaning.
The proposed backup solution shall support synthetic full backup / Virtual full backups.
The proposed backup solution must support at least AES 256-bit encryption capabilities.
The backup software should support the Recurrence type Every Minute which will support more frequent backup jobs.
The backup software should support Different Time Zone within enterprise environments, where backups can be scheduled across different time zones from the same single schedule
The Backup software should be able to recover only critical volumes and later restore other Volumes that were backed up in separate sessions.
Backup Software should support minimum 10 No’s client licenses.
Warranty: 3 years on-site warranty
CAMC: 4 years

<b>1. Rack: Specifications for Black color Server Rack with Wheels - 1 No’s</b>
42 U Black Color Server Rack Front, back and Side door’s Two side PDU’s with 6/16 AMP socket’s that can accommodate fully populated rack, PDU Should have power utilization display.
19-inch sliding TFT Color Monitor (rack mounted monitor with required cables, keyboard, mouse and touch pad).
24 port IP based KVM Switch along with required cables
24 No’s of KVM to server connectivity cables
5 Meter AMP Make 10G factory crimped UTP patch card’s 30 No’s.
Warranty: 3 years on-site warranty
CAMC: 4 years

**4. List of Deliverables :**

Sl. No.	Item Description	Qty
1	Server Type 1 (As per table (a) of section 3 Technical Specifications)	6
2	Server Type 2 (As per table (b) of section 3 Technical Specifications)	4
3	Server Type 3 (As per table (c) of section 3 Technical Specifications)	1
4	Server Type 4 (As per table (d) of section 3 Technical Specifications)	3
5	Server Type 5 (As per table (e) of section 3 Technical Specifications)	2
6	Server Type 6 (As per table (f) of section 3 Technical Specifications)	1
7	Server Type 7 (As per table (g) of section 3 Technical Specifications)	3
8.1	Red Hat Enterprise Linux Latest Version with Media and Licenses and 7 years subscription and support (As per table (h) of section 3 Technical Specifications)	16
8.2	Windows Server Standard Edition 2016 (As per table (h) of section 3 Technical Specifications)	4
9	24 Port SAN Storage Switch (As per table (i) of section 3 Technical Specifications)	2
10	Storage (As per table (j) of section 3 Technical Specifications)	1
11	Backup Software (As per table (k) of section 3 Technical Specifications)	1
12	Server Rack with Wheels (As per table (l) of section 3 Technical Specifications)	1

## 5. Eligibility criteria

Only those bidders fulfilling the following criteria should respond to the tender.

1. The Tenderer must be a Company registered under Indian Company Act 1956 or a registered firm. Registration certificate to be submitted. Proofs for Registration of company, PAN and GST certificates to be submitted.
2. The bidder should have an average annual financial turnover of Rs. 1.44 cr or more during the last three years ending March 31, 2018. The bidding companies should be earning profit at least during two (02) years in the last three (03) years. Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted.
3. Tenderer (OEM/SI) should have past experience of having "Supply, Installation and Commissioning of Servers and storage in the last 7 years in India ending previous day of last date of submission of the online Bid. Out of which one work of value Rs. 2.88 Cr or two works of value Rs. 2.16 Cr or three works of value Rs. 1.44 Cr. Client certificates/Work Completion Certificate/ Experience certificate/ on-going along with the P.O no. as a reference to be enclosed in this regard. (*NOTE: Similar works meaning Supply, Installation, Configuration and Maintenance of Servers, Storage and Back-up solution.*)
4. Quotation should be submitted by the OEM / System Integrator. In case of bid by SI, the manufacturers authorization form with specific reference to this tender should be attached with the technical bid.
5. OEM should have support/service centre in India. The location details of support/service centre is to be submitted and Vendor should have well established service/support centre in Hyderabad with trained/certified manpower in maintaining the infrastructure covered under this tender. The details of location of service/support centre along with certified/trained manpower details is to be submitted.
6. Earnest Money Deposit (EMD).

**Note:**

- a. Offers of bidders who do not fulfill the eligibility criteria or who fail to submit documentary proof for all the points under eligibility criteria will not be considered for further evaluation.
- b. It is mandatory for the vendors to indicate the page number of the document uploaded by him, which contains the proof of information sought under Eligibility criteria section.
- c. Documents which are not legible and which does not contain the information mentioned at point 'b' above shall not be considered for further evaluation.
- d. No further communication in this regard will be entertained.

## 6. Evaluation of the Bids:

The quote should be submitted in two bid system. (i) Technical Bid and (ii) Commercial Bid

**(i) Technical Bid:** Technical bid should contain all the information as listed below without which the offer will not be considered further.

**NOTE:**

- Technical bid should contain filled-in Table-1 and Table-2 along with legible documentary proof, with page numbers and highlight against each check points, without which the offer will not be considered further.
- The vendor should quote for all the line items and complete BOQ else the offers will not be considered for further evaluation.
- Part/conditional/incomplete quotations will be summarily rejected without further correspondence.

**Table-1: Compliance Statement - 1**

S No	Description	Make	Model No.	Complied (Yes/No)	Documentary Proof Attached (Yes/No), wherever applicable	Page number against the Proof attached.	Remarks, if any
<b>A</b>	<b>Technical specifications:</b>						
1)	Server Type 1 (As per table (a) of section 3 Technical Specifications)						
2)	Server Type 2 (As per table (b) of section 3 Technical Specifications)						
3)	Server Type 3 (As per table (c) of section 3)						

	Technical Specifications)						
4)	Server Type 4 (As per table(d) of section 3 Technical Specifications)						
5)	Server Type 5 (As per table(e) of section 3 Technical Specifications)						
6)	Server Type 6 (As per table(f) of section 3 Technical Specifications)						
7)	Server Type 7 (As per table(g) of section 3 Technical Specifications)						
8)	Red Hat Enterprise Linux 7.2 with Media and Licenses (As per table(h) of section 3 Technical Specifications)						
9)	Windows Server Standard Edition 2016 (As per table(h) of section 3 Technical Specifications)						
10)	24 Port SAN Storage Switch (As per table(i) of section 3 Technical Specifications)						
11)	Storage (As per table(j) of section 3 Technical Specifications)						
12)	Backup Software (As per table(k) of section 3 Technical Specifications)						
13)	Racks (Server) (As per table(l) of section 3 Technical Specifications)						
<b>B General terms</b>							
a)	The Tenderer must be a Company registered under Indian Company Act 1956 or a registered firm. Registration certificate to be submitted. Proofs for Registration of company, PAN and GST certificates to be submitted.						
b)	The bidder should have an average annual financial turnover of Rs. 1.44 cr or more during the last three years ending March 31, 2018. The bidding companies should be earning profit at least during two (02) years in the last three (03) years. Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted.						
c)	Tenderer (OEM/SI) should have past experience of having "Supply, Installation and Commissioning of Servers and storage in the last 7 years in India ending previous day of last date of submission of the online Bid. Out of which one work of value Rs. 2.88 Cr or two works of value Rs. 2.16 Cr or three works of value Rs. 1.44 Cr. Client certificates/Work Completion Certificate/ Experience certificate/ on-going along with the P.O no. as a reference to be enclosed in this regard. (NOTE: Similar works meaning Supply, Installation, Configuration and Maintenance of Servers, Storage and Back-up solution.)						
d)	Quotation should be submitted by the OEM / System Integrator. In case of bid by SI, the manufacturers authorization form with specific reference to this tender should be attached with the technical bid.						
e)	OEM should have support/service centre in India. The location details of support/service centre is to be submitted and Vendor should have well established						

	service/support centre in Hyderabad with trained/certified manpower in maintaining the infrastructure covered under this tender. The details of location of service/support centre along with certified/trained manpower details is to be submitted.				
f)	Earnest Money Deposit (EMD).				
g)	Signature on all the pages of the tender document, including addendum, if any, issued by INCOIS.				
h)	Compliance to the detailed specifications given at Section 3 above. (Please mention the Make and Model offered against each of the line item. Detailed Specification sheet from OEM to be attached).				
i)	Compliance to the "Scope of the Work" mentioned in Section 3 and "General Terms and Conditions" mentioned in Section 10.				
j)	Client side contact details of completed / on-going Work orders of similar nature.				
k)	Letter of satisfactory services from Clients (Clients testimonials) for such similar nature of works.				
l)	Escalation matrix with full contact details, for the resolution of reported issues during contract period.				

**(ii) Commercial Bid:** It should be a separate document from the technical proposal and should be filled the .xls format provided in the price bid cover of e-tender only.

- Financial quote should consists of item wise price details for ALL the items, without which the offers will not be considered. (The successful bidder may be asked to submit details with respect to price break-up, if required.)
- Partial quotations will not be accepted.
- Price should be quoted as per the format. Lump-sum quotes will not be considered and line- item-wise break-up is mandatory. The format of the Price bid should not be changed in any case.

**Table-2: Compliance Statement - 2 (un-priced bid)**

**NOTE:**

- Technical bid should contain filled-in Table-1 and Table-2 along with legible documentary proof, without which the offer will not be considered further.
- Part/conditional/incomplete quotations will not be accepted.
- Bidder has to quote for all the components given in the Price bid. Hence, please indicate as Yes or No in the table given below.

Sl. No.	Item Description	Qty	Units	Please confirm whether prices are Quoted in commercial bid or not. (Yes / No) <u>Please do not mention/quote prices here.</u>
1	<b>Server Type 1</b> along with three years standard onsite warranty (As per table (a) of Section 3 Technical Specifications)	6	Nos	
1.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (a) of Section 3 Technical Specifications)	2	Years	
1.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4 <sup>th</sup> and 5 <sup>th</sup> years CAMC (along with back-to-back support from OEM) (As per table (a) of Section 3 Technical Specifications)	2	Years	
2	<b>Server Type 2</b> along with three years standard onsite warranty (As per table (b) of Section 3 Technical Specifications)	4	Nos	

2.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (b) of Section 3 Technical Specifications)	2	Years	
2.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4th and 5th years CAMC (along with back-to-back support from OEM) (As per table (b) of Section 3 Technical Specifications)	2	Years	
3	<b>Server Type 3</b> along with three years standard onsite warranty (As per table (c) of Section 3 Technical Specifications)	1	Nos	
3.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (c) of Section 3 Technical Specifications)	2	Years	
3.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4th and 5th years CAMC (along with back-to-back support from OEM) (As per table (c) of Section 3 Technical Specifications)	2	Years	
4	<b>Server Type 4</b> along with three years standard onsite warranty (As per table (d) of Section 3 Technical Specifications)	3	Nos	
4.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (d) of Section 3 Technical Specifications)	2	Years	
4.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4th and 5th years CAMC (along with back-to-back support from OEM) (As per table (d) of Section 3 Technical Specifications)	2	Years	
5	<b>Server Type 5</b> along with three years standard onsite warranty (As per table (e) of Section 3 Technical Specifications)	2	Nos	
5.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (e) of Section 3 Technical Specifications)	2	Years	
5.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4th and 5th years CAMC (along with back-to-back support from OEM) (As per table(e) of clause 3 Technical Specifications)	2	Years	
6	<b>Server Type 6</b> along with three years standard onsite warranty (As per table(f) of clause 3 Technical Specifications)	1	Nos	
6.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (f) of Section 3 Technical Specifications)	2	Years	
6.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4th and 5th years CAMC (along with back-to-back support from OEM) (As per table (f) of Section 3 Technical Specifications)	2	Years	
7	<b>Server Type 7</b> along with three years standard onsite warranty (As per table(g) of clause 3 Technical Specifications)	3	Nos	
7.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (g) of Section 3 Technical Specifications)	2	Years	

7.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4 <sup>th</sup> and 5 <sup>th</sup> years CAMC (along with back-to-back support from OEM) (As per table (g) of Section 3 Technical Specifications)	2	Years	
8	Red Hat Enterprise Linux 7.2 with Media and Licenses along with three years standard onsite warranty and subscription (As per table (h) of Section 3 Technical Specifications)	16	Nos	
9	Windows Server Standard Edition 2016 (It should support degradable to 2012 Standard) with 5 concurrent users, Media and Licenses (As per table (h) of Section 3 Technical Specifications)	6	Nos	
10	24 Port SAN Storage Switch along with three years standard onsite warranty (As per table (i) of Section 3 Technical Specifications)	2	Nos	
10.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (i) of Section 3 Technical Specifications)	2	Years	
10.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4 <sup>th</sup> and 5 <sup>th</sup> years CAMC (along with back-to-back support from OEM) (As per table (i) of Section 3 Technical Specifications)	2	Years	
11	Storage along with three years standard onsite warranty (As per table (j) of Section 3 Technical Specifications)	1	Nos	
11.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (j) of Section 3 Technical Specifications)	2	Years	
11.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4 <sup>th</sup> and 5 <sup>th</sup> years CAMC (along with back-to-back support from OEM) (As per table (j) of Section 3 Technical Specifications)	2	Years	
12	Backup Software along with three years standard onsite warranty (As per table (k) of Section 3 Technical Specifications)	1	Nos	
12.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (k) of Section 3 Technical Specifications)	2	Years	
12.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4 <sup>th</sup> and 5 <sup>th</sup> years CAMC (along with back-to-back support from OEM) (As per table (k) of Section 3 Technical Specifications)	2	Years	
13	Racks (Server) along with three years standard onsite warranty (As per table (l) of Section 3 Technical Specifications)	3	Nos	
13.01	CAMC for 4 <sup>th</sup> and 5 <sup>th</sup> year after completion of 3years standard onsite warranty (along with back-to-back support from OEM) (As per table (l) of Section 3 Technical Specifications)	2	Years	
13.02	CAMC for 6 <sup>th</sup> and 7 <sup>th</sup> year after completion of 4 <sup>th</sup> and 5 <sup>th</sup> years CAMC (along with back-to-back support from OEM) (As per table (l) of Section 3 Technical Specifications)	2	Years	

- Price bid is to be submitted on-line in enclosed price bid format only. Price bids submitted in any other formats will be summarily rejected.
- Placement of orders for CAMC ie., 4<sup>th</sup> ,5<sup>th</sup> and 6<sup>th</sup>,7<sup>th</sup> will be at the discretion of INCOIS.

- If the order is placed on foreign firm, Price quoted should be on INCO term CIP, Hyderabad, India basis.
- Else price quoted should be on INCO term FOR, INCOIS only.
- Bidder has to clearly indicate the INCO term offered for the supply of the material.

## 7. Quality of Service & Service Level Agreement (SLA):

The successful bidder has to sign the Service Level Agreement (SLA) and the bidder shall guarantee and adhere to the following standards.

### Penalty Clauses for Systems/ Peripherals

#### i) During the warranty period of three years:

Successful bidder should make sure that the reported issues are resolved within 24 hrs from the time of reporting. If any system / peripheral fails and not replaced with similar / higher configuration brand new system / peripheral of same make and duly accepted by INCOIS within 24 hrs from the time of reporting, it will be considered as an Instance. If the successful bidder fails to resolve the reported issues within 24 hrs, INCOIS will take up alternative measures for resolving the issues at the risk and cost of the successful bidder.

During the warranty period of three years, each such instance will attract a penalty of 10% of warranty amount. More than three such occasions will lead to forfeiture of total warranty amount at discretion of INCOIS, upon ascertaining the circumstances.

In case, if successful bidder fails to resolve the reported issues within 24 hrs and INCOIS gets the issues resolved through alternative means at the risk and cost of successful bidder, it should not have any implications on the already agreed support for the systems / peripherals provided.

#### ii) During the 4 years CAMC:

##### A. No Penalty:

1. Up to 4 hours.
2. 4-24 hrs: If a stand-by of same make and whose configuration is similar / higher and duly accepted by INCOIS is arranged or faulty system is repaired and put to operations.
3. 24-48hrs : If the faulty system is repaired or a new system of same make and whose configuration is similar / higher and duly accepted by INCOIS, in the place of faulty system is arranged and put to operations.

##### B. Penalty:

1. 4-24hrs: If the above criteria (Sl no 2 of A above) is not fulfilled then 2% of quarterly CAMC charges of that system / peripheral will be imposed.
2. 24-48 hrs: If the above criteria (Sl no 3 of A above) is not fulfilled then 5% of quarterly CAMC charges (total amount of CAMC of that quarter) will be imposed.
3. Beyond 48hrs: 10% of quarterly CAMC charges (total amount of CAMC of that quarter) will be imposed and the rectification of the problem through OEM will be initiated at the risk and cost of the successful bidder.

## 8. Technical Evaluation Criteria

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a vendor or vendors:

- Completeness of the Proposal
- Financial Status of the Firm
- Project Management Strategies
- Track Record of similar projects executed
- Technical Compliance of the Products Quoted
- Price & Acceptance to Payment Terms



- The purpose of two bid systems (technical and commercial) is to evaluate all the firms on technical basis with reference to the tendered specifications, performance of similar service rendered elsewhere and obtaining users views with reference to the earlier services. This will enable the technical committee to arrive at a fair recommendation in the interest of the organization.
- In the event of seeking any clarification from various bidders by INCOIS, the bidders are required to furnish only technical clarifications that are asked for. No amendment to commercial bid will be entertained at that stage. In case, if a bidder fails to quote for a particular item, it amounts to non-compliance and such bid will not be considered for further evaluation. Further, during this process, if any bidder indicates the price during the clarification, such bids also will not be considered for further evaluation.
  - Technical bids will be opened on due date.
  - The bids submitted will be examined vis-a-vis the tendered specifications and evaluation is made accordingly.
  - Bids complete in all respects will qualify for further evaluation.
  - The vendor/s, whose accuracies of the equipment is acceptable to the committee, those bids will only be considered as the technically qualified bids.
  - After completion of technical evaluation, the commercial bid of the technically qualified bidders will be opened through e-Portal.
  - Preference will be given to the eligible Make in India offered products for this scientific requirement.

#### 9. Commercial Evaluation Criteria

- Generally the contract is awarded to the technically qualified eligible bidder whose bid has been determined as the lowest evaluated commercial bid.
- Notwithstanding anything stated above, INCOIS reserves the right to assess Bidder's capability and capacity to perform the contract. Should circumstances warrant such an assessment in the overall interest of the organisation, INCOIS reserves the right to reject any or all tenders/ bids at any time prior to award of contract, without assigning reasons thereof, and without thereby incurring any liability to the affected Bidder or Bidders.
- If the order is to be placed on foreign firm, Price quoted should be on INCO term CIP, Hyderabad, India. The firm has to ship the goods with the insurance coverage of 110% of invoice value from the warehouse of to the warehouse of INCOIS, Hyderabad, India.
- The un-satisfactory performance / delay in services during warranty period may lead to forfeiture of PBG amount submitted, which is at the discretion of Director , INCOIS.

Foreign bidders have to give quote/price on the Inco term of CIP, Hyderabad, India basis

#### 10. General terms and conditions

Point No.	Details
1.	Quotation: Quotation have to submitted online in the e-tender portal i.e., <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a> only.
2.	A two bid system will be followed in selecting the vendor
3.	Validity Period: Bids/Offer shall have the validity period of 90 days from the tender closing date.
4.	<b>Delivery Schedule:</b> The successful bidder must ensure that the supply and installation and commissioning of the material should be completed within 08 weeks from the date of receipt/dispatch of order. Bidders must undertake to complete all aspects of the work as detailed in this Tender Document to the best satisfaction of INCOIS. Installation to be completed with-in one month from date of supply and acceptance of the material.
5.	Warranty clause: Bidder should offer total seven years support i.e., three years standard onsite warranty and CAMC for 4th, 5th, 6th, 7th year services along with back to back support from OEM from the date of satisfactory installation, commissioning and acceptance.

	Necessary certificate / assurance letter in this regard should be furnished by the selected bidder. Warranty of the Equipment will start from the date of Installation, Commissioning and Acceptance.
6.	<p>Earnest Money Deposit (EMD) : An amount of Rs. 7,50,000/- or USD 11,000/- has to be submitted by way of Demand Draft/NEFT/RTGS/BG from any Nationalized Bank in favour of "Director, INCOIS payable at Hyderabad". The Scanned copy of the Demand Draft is to be uploaded to the CPP Portal while submitting the offer.</p> <p><i>The original DDs should reach to INCOIS on or before 1430Hrs of September 19, 2019. Offers received without EMD will be summarily rejected.</i></p> <p><i>If a bidder wishes to provide the EMD through BG , the BG (with validity of 90 days from the date of opening of tender + 60 days claim period) has to be sent/forwarded directly by the issuing bank to INCOIS and must reach INCOIS on or before 14 30Hrs of September 19, 2019.</i></p> <p>Contractors/firms registered with Ministry of Micro Small and Medium Enterprises (MSME) /National Small Scale Industries Corporation (NSIC) are exempted from payment of EMD only <b><u>if the Contractor is manufacturing/providing/supplying the tendered products/services for this particular tender.</u></b> A copy of valid registration certificate should be submitted along with the technical bid.</p> <p>This deposit will be free of interest. The EMD submitted by the unsuccessful bidder shall be returned to the respective bidder .</p>
7.	<p><b>Tender Document Cost :</b> Tender document can be downloaded from tender portal or our website on <b>Free of Cost</b>. However, if the bidder wishes to collect the tender document personally from our office (INCOIS, Hyderabad) , needs to submit a written request letter along with a demand draft for an amount of Rs. 500/- or USD 10/- issued by any Nationalized Bank in favour of "Director, INCOIS payable at Hyderabad".</p> <p>Vendors registered with Ministry of Micro Small and Medium Enterprises (MSME) /National Small Scale Industries Corporation (NSIC) are exempted from payment of Tender fee only <b><u>if the vendor is manufacturing and supplying the tendered products for this particular tender.</u></b> A copy of valid registration certificate should be submitted along with the technical bid.</p> <p>Tender fee/Tender document cost/DD received towards the tender is non refundable.</p>
8.	<p>Preference to Make In India : Preference will be given to the eligible Make in India offered products for this mission critical project, in accordance with the CVC letter No. 018/VGL/022-377353 dated 20.04.2018, pertaining to Department of Industrial Policy and Promotion (DIPP) in connection with Preference to Make in India, Order 2017'(PPP- MII Order) dated 15.07.2017 pursuant to rule 153 (iii) of General Financial Rules 2017.</p>
9.	<p>Security Deposit: Successful bidder has to submit 05% of the Order value (Material component) towards Security Deposit by means of Demand Draft drawn in favour of Director, INCOIS payable at Hyderabad or Bank Guarantee from any Nationalized Bank valid for a <b>period of 6 months</b>. The EMD submitted by the successful tenderer shall be converted as Security Deposit and the balance amount required for 05% of order value to be submitted in the form of Demand Draft / Bank Guarantee for the purpose of fulfillment of the contract. This deposit will be free of interest and is refundable after the satisfactory execution of the contract and complete fulfillment of contractual obligations.</p>
10.	<p>Performance Guarantee: In case of placement of CAMC order, Successful bidder has to submit 5% of the CAMC Order value towards Performance Guarantee by means of Demand Draft drawn in favour of Director, INCOIS payable at Hyderabad or Bank Guarantee from any Nationalized Bank valid for applicable contract period plus 60 days. This deposit will be free of interest and is refundable after the satisfactory execution of the contract and complete fulfillment of contractual obligations.</p>
11.	<p>SD/PG is liable to forfeiture in the event of :</p> <ol style="list-style-type: none"> <li>Withdrawal of order during validity period of the contract</li> <li>If the service of the successful bidder is found to be unsatisfactory and fails to adhere to our tender terms and conditions.</li> <li>Any unilateral revision made by the successful bidder during the validity period of the contract.</li> </ol>
12.	Payment Terms:

	<p><b>Payments for Supply:</b> If Indian Purchase Order</p> <ul style="list-style-type: none"> <li>• 60% will be released after supply and acceptance of material at site along with signing of SLA.</li> <li>• 30% will be released after completion of installation, testing and commissioning.</li> <li>• Balance 10% will be released after successful completion of 3 years warranty or on submission of advance BG for the said amount and period.</li> </ul> <p>If Foreign Purchase Order</p> <p>LC will be established for 60% value upon receipt of Order Acceptance and Proforma Invoice.</p> <ul style="list-style-type: none"> <li>• 30% will be released after completion of installation, testing and commissioning through wire transfer and after signing of SLA.</li> <li>• Balance 10% will be released after successful completion of 3 years warranty through wire transfer or on submission of advance BG for the said amount and period.</li> </ul> <p><b>Payments for CAMC:</b> The CAMC charges will be paid for each completed maintenance period (Quarterly basis) or against advance bank guarantee for the like amount upon submission of the maintenance / call log reports, service reports, uptime report and Invoice on prorata basis, subject to satisfactory services/penalties if any.</p> <p>(Placement of orders for additional CAMC ie., 4th ,5th and 6th,7th will be at the discretion of INCOIS) <i>Net payment will be released after statutory deductions. No advance payment will be allowed and no other payment terms will be considered.</i></p>
13.	<p>INCOIS is partially exempted from GST under Notification No. 45/2017-Central Tax (Rate) dated 14.11.2017. <b>Concessional GST under this section is 5% only. INCOIS will issue the Concessional GST Certificate upon request.</b></p>
14.	<p><i>GST: The bidder should specifically/particularly state GST if any applicable as extra and the rate at which the same is chargeable, failing which, the prices quoted, will be deemed to be inclusive of such levies. If a particular bidder is not registered under the GST Act, the prices quoted by him will be treated as net and inclusive of all taxes and statutory levies and that any future claims made by him for reimbursement of those levies on account of retrospective registration under the GST Act will under no circumstances be entertained by the INCOIS and that liability for payment of these levies will be wholly and exclusively that of the bidder quoting against our tender.</i></p>
15.	<p>Bidder should clearly indicate the Make &amp; model of the unit offered by him along with supporting documents for the model. Bidder should also fill the technical specification compliance sheet enclosed along with his technical offer.</p>
16.	<p>INCOIS is partially exempted from Custom duty under Notification No. 51/96 dated 23.7.1996</p>
17.	<p>Price bid is to be submitted on-line in enclosed price bid format only. Price bids submitted in any other formats will be summarily rejected.</p> <p><b><u>Price quoted should be on Inco term CIP, Hyderabad basis, if the order is be placed on foreign firm. Insurance should be obtained for 110% of value from warehouse of origin to warehouse of destination basis.</u></b></p>
18.	<p>If the quote is offered on High Sea Sale basis, price should be inclusive of clearance charges, Nominal Customs Duty applicable for Duty Exempted items under notification 51/96, Transportation charges including unloading. Standard format of High Sea Sales Agreement will be signed by INCOIS upon submission of the same by the contractor. Documents such as DSIR Registration Copy, Customs Duty Exemption Certificate duly signed by the Head of the Institute/Authorized signatory and Authorization will be provided by INCOIS.</p> <p>The complete responsibility to deliver the material at designated sites lies with the successful bidder only {including payment of nominal customs duty (approx @5.13% at present), clearance of the material and delivery at designated sites}, if the order is to be placed on Indian firm on 'High sea Sales basis'.</p>
19.	<p>Price quoted by Bidder should remain firm during the entire period of contract and no</p>

	escalation in any form will be considered by INCOIS. No extra will be paid by INCOIS and neither any exemption certificate will be issued.
20.	Bidders should fill and submit the technical compliance sheet along with Techno-Commercial bid. Offers received without the compliance sheet will be summarily rejected.
21.	Tenders not in complete shape or not conforming to technical specifications or not conforming to terms and conditions are liable for rejection.
22.	All relevant above documents must be enclosed with technical bids failing which bids may be ignored and will not be considered for technical evaluation.
23.	The bidder must submit a copy of UNPRICED commercial bid along with the technical bid, which should be identical with the commercial bid except the Price column. Technical bids without the copy of UNPRICED commercial bid shall not be considered.
24.	Full details of technical specifications along with catalogues / literature of the models offered, documentary proof of the eligibility criteria and commercial conditions should be submitted along with the technical bid. Full illustrative literature, details of previous experience with documentary proof, details about agreements entered into with various companies, etc. should be attached separately with the bid.
25.	Proof for fulfillment of eligibility criteria mentioned above should be submitted along with the tender. If the tender is submitted without valid documents, INCOIS shall not consider the bid offered as responsive. Tenders received without proof of eligibility criteria will be rejected
26.	Any deviations technically or commercially should be clearly indicated in the Technical bid offer only.
27.	In event of award of work, a SLA will be executed between contractor and INCOIS. The SLA which should comprise of Technical & General terms of the tender, warranty terms offered by the successful bidder and accepted by INCOIS and any other conditions mutually agreed by both the parties as applicable in lines with Point No. 12 of General Terms and Conditions in section 10. Contractor should attend this office, along with a non judicial stamp /e-stamping/ valid franking of the value of Rs. 200/- accordingly.
28.	<p><b>Liquidated Damages Clause:</b> In case the supply/delivery/services is delayed and delay is attributed to the successful bidder or is not as per our specifications and in the event of breach of any of the terms and conditions mentioned in the Purchase Order, INCOIS shall have the right.</p> <p>a) To recover at the rate of 0.5% per week for the value equivalent to undelivered material / services against the delay in execution of the order or part thereof subject to a maximum of 10% of the services/material not executed.</p> <p>b) To purchase elsewhere, after due notice to the Tenderer Inc., on the account and at the risk of the defaulting supplier for the stores/services not supplied or others of a similar description without cancelling the work order in respect of the job not yet due for supply or</p> <p>c) To cancel the order or a portion thereof and if so desired to purchase the stores / services at the risk and cost of the defaulting supplier and also.</p> <p>d) To extend the period of delivery with or without penalty shall not be more than agreed liquidated damages referred to in clause (a) above,</p> <p>e) To forfeit the security deposit full or in part at the discretion of Director, INCOIS.</p>
29.	<p><b>Force Majeure Clause:</b></p> <p>If the execution of the contract / supply order is delayed beyond the period stipulated in the contract as a result on out-break of hostilities, declaration of an embargo's or blockage or fire flood, acts of nature or any other contingency beyond the supplier's control, Director, INCOIS may allow such additional time by extending the delivery period as he considers to be justified by the circumstances of the case and his decision shall be final, conclusive and binding. If and when additional time is granted by the INCOIS, the contract/supply shall be read and understood as if it had contained from its inception the delivery date as extended.</p>
30.	<p><b>Patent Indemnification Clause:</b></p> <p>The Contractor shall indemnify and keep indemnified the purchaser from and against any and all claims, action, cost charges and expenses arising from or for infringement of patent rights, copy right and other protected rights of any design, plans, diagrams drawings in respect of the stores supplied by the contractor or any of the manufacturing methods or process adopted by the contractor for the stores supplied under the contract. In the event of any claim being made or action being brought against the purchaser in respect of the matter referred above, the contractor shall promptly be notified thereof and he shall at his own expense, conduct all</p>

	negotiations for settlement of the same and any drawings, plans or diagrams or any manufacturing methods or of patent or any other protected rights and use thereof is at no costs to the latter, the rights to continue using the same or to the extent it is possible to replace the same so as to avoid such infringement and subject to approval by the purchaser or modify them so that they become non-infringing but such modifications shall otherwise be to the entire satisfaction of the purchaser. The provision of this clause shall remain effective and binding upon the contractor even after the completion, expiration or termination of the contract.
31.	If any tenderer withdraws his tender after price bid is opened, within the validity period or makes any modifications in the terms and conditions of tender, which are not acceptable to the INCOIS, then INCOIS shall without prejudice to any other right or remedy available to it, be at liberty to forfeit the partial or entire Earnest Money amount.
32.	The bidder shall sign and upload the Bids with the exact name and address of the firm, which is bidding for the tendered work.
33.	The Bids shall be uploaded only after signed by a duly authorized officer of the firm which is bidding for the tendered work, and in the case of a Corporation, seal, or otherwise appropriately executed under seal.
34.	Where the Bid is made by a Consortium, the bid shall specifically indicate the members of the consortium by whom and/or on whose behalf the Bid is being made and shall indicate with reference to each whether such member contributes directly to the work or not and, if so, to what extent he contributes to the said work. In the event of a person/firm who is not a member of the said consortium, details of name and address of such person/firm shall be accompanied by valid proof of authority drawn in favour of Consortium to bind such person/firm.
35.	The acceptance of tender will solely rest with Director, INCOIS who does not bind himself to accept the lowest or any other tender. No reasons will be furnished for acceptance or rejection of any tender.
36.	Canvassing in connection with tender is strictly prohibited and any canvassing will render the bid of such tenderer ineligible.
37.	Director, INCOIS reserves the right to cancel the tender at any stage due to any technical /administrative reasons. The bidder shall not have any claim under what so ever reasons.
38.	INCOIS reserves the right to alter the scope/or reduce enhance quantum of work, before/after issue of work order and tenderer shall not have any claim whatsoever on this account. INCOIS also reserves the right to split the tender and award to separate tenderer(s) if necessary and tenderer shall not have any claim whatsoever on this account.
39.	In case of any un resolved dispute or differences arising at any time between this Institute and the firm holding the contract, these shall be resolved in terms of the Arbitration and Conciliation Act 1996 and held at Hyderabad, Telangana, India only. Further, this contract is subject to laws of India alone

**11 . Clarifications:** Queries or clarifications on tender document, if any, may be submitted by the firms (via e-mail) **15 00hrs of September 02, 2019**. Note: Firms may submit a consolidated query only once. e-mail: bvs@incois.gov.in and anup@incois.gov.in ; E-mail subject should be mentioned as **“Supply, Installation and Commissioning of Servers, Storage and Backup Solution for INCOIS , Hyderabad - reg”**.

**12. Contact/Delivery Address:**

Head-CWG  
Indian National Centre for Ocean Information Services  
(INCOIS)  
Ministry of Earth Sciences,  
Govt. of India  
“Ocean Valley”, Pragathi Nagar (BO), Nizampet (SO)  
Hyderabad - 500 090, T.S., India  
Phone:40 2389 5005; FAX: 009140 - 23892910  
E-mail: bvs@incois.gov.in

Director  
Indian National Centre for Ocean Information Services  
(INCOIS) Ministry of Earth Sciences, Govt. of India  
“Ocean Valley”, Pragathi Nagar (BO),  
Nizampet (SO)  
Hyderabad - 500 090, T.S., India  
Fax: 040 2389 5001 / 23892910  
e-mail: director@incois.gov.in

***We have read and understood the above terms and conditions in detail and the same are accepted by us.***

Signature of the Tenderer/ Authorised Signatory & date

Name

OFFICE SEAL,

Address

**Note: The bidder/tenderer has to sign & stamp on all pages of tender document and upload the same**

**BANK GUARANTEE FORMAT FOR BID SECURITY:**

Whereas.....<sup>1</sup> (hereinafter called "the Bidder") has submitted its bid dated.....(date of submission of bid) for the supply of .....(name and / or description of the goods) (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE .....(name of bank) of .....(name of country), having our registered office at .....(address of bank) (hereinafter called "the Bank"), are bound unto.....(name of Purchaser) (hereinafter called "the Purchaser") in the sum of \_\_\_\_\_for which payment well 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 Bidder Withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
  - (a) fails or refuses to execute the Contract Form if required; or
  - (b) fails or refuses to furnish the performance security, in accordance with the instruction to Bidders.

We undertake to pay the Purchaser 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 of the two conditions, specifying the occurred condition or conditions.

This guarantee shall remain in force up to \_\_\_\_\_from the date of submission of the bid and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the bank)

Name of the Bidder

## Instructions for Online Bid Submission

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates.

The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Click **here to Enroll**" on the CPP Portal is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option. To avoid the time and effort required in uploading the same set of standard documents which are required to be

submitted as a part of every bid, a provision of uploading such standard documents(e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders.

4. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

1. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured. Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

## **ASSISTANCE TO BIDDERS**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800-3070-2232.