



**Agricultural and Processed Food Products  
Export Development Authority**  
Ministry of Commerce & Industry,  
3<sup>rd</sup> Floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg,  
New Delhi-110016.

Website: [www.apeda.gov.in](http://www.apeda.gov.in)

16<sup>th</sup> November 2017

### **TENDER NOTICE**

**Comprehensive Annual Maintenance Contract for APEDA Servers installed at  
NICS Data Centre, Laxmi Nagar, New Delhi 110092**

The Agricultural and Processed Food Products Export Development Authority (APEDA) proposes to enter into Comprehensive Annual Maintenance Contract of Servers co-located at NICS Data Centre, Laxmi Nagar, New Delhi-110092.

A tender document may be downloaded from our website [www.apeda.gov.in](http://www.apeda.gov.in) and <https://eprocure.gov.in>.

The details are given below:

<b>Tender Reference</b>	APEDA/IT/2017-18/AMC/001
<b>Date of commencement of issue of tender document</b>	[ 16.11.2017 ]
<b>Last Date and Time for receipts of tender offers</b>	[ 27.11.2017 ] upto 10.00 A. M.
<b>Address of Communication</b>	Assistant General Manager (C&I), APEDA, 3rd & 4th floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, New Delhi. -110016
<b>Email address</b>	<a href="mailto:rekha@apeda.gov.in">rekha@apeda.gov.in</a>
<b>Contact Telephone Numbers</b>	[011-26513204 / 26513219 / 26514572 ]
<b>Bids to be given to</b>	Assistant General Manager (C&I), APEDA, 3rd & 4th floor, NCUI Building, 3, Siri Institutional Area, August Kranti Marg, New Delhi. -110016

Director(APEDA)

## 1. Eligibility Criteria:

<b>S.No</b>	<b>Eligibility Criteria</b>	<b>Duly sign and stamp Copy of Supporting Document Required</b>	<b>Yes / No and Deviation, if any</b>
1	The applicant shall be a single entity, registered as a Company, Firm or Society under respective acts in India & Should have been in existence in India for the last ten years	Company Incorporation Certificate or Registration Certificate	
2	The Company must be registered in India with appropriate tax and other administrative authorities.	PAN Card & GST Registration Certificate	
3	The organization should have had an average business turnover of at least Rs. 25 Lakhs in the last three years from maintenance of Servers hardware.	Certificate from the Chartered Accountant of the Organization. Audited Balance sheets for last three years.	
4	Should have successfully executed at least two similar services worth Rs. 5 lakhs per year or more in any Govt. organization during the last 3 years ending 30.06.2016	Copies of documents / purchase orders of AMC/technical manpower deployment in any Govt. organization	
5	The company should have valid ISO 9001:2008 Certificate	Copy of Certificate	
7	The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.	Letter of undertaking on company letter head with authorized signature	
8	The Bidder should have its own Local Establishment/Support Office/Repair/ Service Centre in Delhi/NCR.		

## **2. SCOPE OF SERVICES**

- The Annual Maintenance Contract will comprise of back to back support from vendor directly via web/telephone/email on 24 x 7 x 365 basis. (All the hardware as per **Annexure-1** will be under back to back support). The vendor has to provide support at the Data Centre:

Address of Data Centre: NICSI Data Centre

Core-II, First Floor, Scope Minar,  
Laxmi Nagar, Delhi – 110092

- In case of any issue in the device APEDA will raise a call with the vendor and the vendor has to get that resolved within the timeline of SLA or will coordinate with OEM if required.
- Vendor shall provide web/telephone/email/onsite support pertaining to the severity of the issue. In case of hardware issue vendor shall replace the part on priority basis within timeline of SLA.
- Upgrades/ updates and patches shall be applied as and when required.
- Vendor will have to support in case of any addition of new features or existing configuration changes in the device.

### **Maintenance of Hardware**

The bidder shall provide comprehensive maintenance for the equipment listed in Annexure 1. The comprehensive maintenance shall include spares and labour for hardware. In case of failure of any part/s of the equipment's in the scope, the bidder shall replace the same free of cost within minimum time so as to maintain the SLA as defined.

### **Transition Management**

The bidder has to make sure that the existing APEDA network will be functional during the transition period in order to smooth change over. During initial period of taking over by bidder from existing vendor, the bidder shall provide minimum agreeable services. Formal SLA shall be enforced only after initial transition period.

### **Technical support services & activities**

This service provides maintenance of equipment, including preventive and predictive support, as well as repair and/or replacement activity, bidder shall:

- Provide a single point of contact to APEDA for the equipment's
- Provide the escalation chart to APEDA

- Provide equipment maintenance services, corrective maintenance to rectify a problem and scheduled health check to maintain the equipment's.
- Any drivers required for smooth working of the entire system

### **3. AMC DELIVERABLES**

- Hardware: Vendor will provide immediate replacement of defective spares for hardware covered under Comprehensive AMC.
- The spare replacement shall be from OEM or refurbished spare of the same or higher configuration supportable with hardware.

### **4. SLA TIMELINES**

- Response Time:-Vendor will provide 4 Hours response time from the time call logged within service window.
- Resolution Time:-Vendor will provide problem resolution within 24 hours.
- Uptime:-Provide 99.8% annual uptime.
- Service Window:-9 A.M. to 6 P.M. (All days)

### **5. Terms & Conditions:**

- **Period of Contract:** The period of contract shall initially be for one year from the date of commencement of the contract. APEDA reserves the right to terminate the contract at any point of time in case the services of the vendor is not found satisfactory.
- **Price:** Price must be quoted item wise as per Annexure-1. Any cost of delivery during part replacement or service support should be borne by vendor. APEDA shall not pay any additional cost of any kind. The price quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period.
- **Payment Terms:** No advance payment shall be made.
  - Payment will be released on quarterly basis i.e. after the completion of every quarter of maintenance by the vendor and subject to submission of satisfactory performance report by the concerned division of APEDA.
  - Selected vendor has to submit a Performance/work report with the invoice to process the payments.
- **Penalty Charge:** If performance of the agency is not upto the mark or is less in any of the deliverances/the measurable output is less than envisaged as per

scope of work, then APEDA reserves the right to put monetary penalty on the agency.

- Issues not resolved beyond 24 hours will attract 0.50% of the contract value per day.
  - Maximum Penalty is capped at 5% of Contract Value.
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- **Taxes:** Taxes (GST) if applicable to be included in the cost. However, the quotation should clearly mention the basic price, Tax Applicable and Total Price per unit.

### **Format for offer**

The suggested format for submission of offer is as follows:

1. Covering letter. This should be as per Annexure 5.
2. Details of the vendor, as per Annexure 3.
3. Technical Specifications as per Annexure 1
4. Price Schedule as per Annexure 2.
5. Track Record of the Vendor as per Annexure 4

### **Note:**

1. Prices should be quoted in Indian Rupees only
2. The Competent authority reserves the right to accept or reject any quotations without assigning any reasons.
3. The decision of the competent authority will be final and binding.

## Technical Specifications:

## A) List of Server hardware:

Sr. No	Blade Server Make & Model	RAM	HDD	Processor	Quantity
1	HP ProLiant BL680c G5	8* 4 GB	2*500 GB SAS	Inter® Xeon E7430 2.13GHz 8 Core (2 Processor)	2
2	HP ProLiant BL460c G6	4* 8 GB	2*600 GB SAS	Inter® Xeon E5540 2.53GHz 4 Core Single Processor	2
3	HP ProLiant BL460c G6	4* 8 GB	2*146 GB SAS	Inter® Xeon E5540 2.53GHz 4 Core Single Processor	2

## B) List of Server hardware accessories:

Sr. No	Description	Serial number/ Item Code	Quantity
1	Emulex Lpe 1205- HP 8 Gb Fibre Channel HBA card	456972-B21	4
2	Emulex Lpe 1105- FC Dual Channel 4 GB PCI.	403621-B21	2
3	16 Port FC Passs-THRU Module for C-Class	403626-B21	3
4	HPE Bladesystem Enclosure-C7000	SGH012XFC4	1

**Price Schedules**

Server Hardware Maintenance & Support Subscription for 1years for item nos. mentioned in Annexure 1

- The vendor must take care in filling price information, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- In case of any discrepancy between unit price and total price of an item, the unit price will prevail. Similarly, in case of error in the sum of various items, the correct sum will be calculated by the addition of total prices of each item.

**(To be submitted as per this format only)**

Sr. No.	Item Short Name	Qty. (a)	Per Unit Cost in INR (b)	Total Cost in INR (C)	GST in % (d) Extra
Grand Total					

### **Vendor's Details**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

<b><u>Sr. No</u></b>	<b><u>Item Details</u></b>	
1)	Name of Company	
2)	Mailing Address	
3)	Telephone and Fax numbers	
4)	Constitution of the Company	
5)	Name and designation of the person authorized to make commitments to the "APEDA"	
6)	Email Address	
7)	Year of commencement of Business	
8)	Turn Over of the company (not of group) for the year <ul style="list-style-type: none"> <li>• 2014-2015,</li> <li>• 2015-2016</li> <li>• 2016-2017,</li> <li>• 2017-18 (If any)</li> </ul>	
9)	GST Number	
10)	TAN / PAN Number	



**Details of Track Record (Past AMCs)**

Name of the Vendor \_\_\_\_\_

1	Name of the Client	
2	Details of the AMC	
3	Details of Contact person	
	a. Name b. Tel. No. c. Fax No. d. Address	

Signature of the Vendor and Stamp

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**Tender Offer Cover Letter**

Date: \_\_\_\_\_ 2017

Tender Reference No.: \_\_\_\_\_

To:

Director,  
APEDA

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Comprehensive AMC Services in conformity with the said tender documents in accordance with the Schedule of Prices attached in the offer and made part of this tender.

If our tender offer is accepted, we undertake to commence delivery of services immediately upon receipt of your Notification of Award/Letter of Intent.

We agree to abide by this tender offer till 30 days from the closing date of tender and our offer shall remain binding upon us and may be accepted by the APEDA any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the APEDA written acceptance thereof and the APEDA notification of award, shall constitute a binding contract between us. We understand hereby agree and confirm that the APEDA is not bound to accept the lowest or any offer the APEDA may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2017

Signature: \_\_\_\_\_

Designation :) \_\_\_\_\_

Authorized to sign the tender